

# **National Cancer Patient Experience Survey**

2024 Results

## **North Central London Cancer Alliance**

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## Executive summary

### Questions above expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q58. Cancer research opportunities were discussed with patient	57%	37%	54%	46%

## Executive summary

### Questions below expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q06. Diagnostic test staff appeared to completely have all the information they needed about the patient	<b>79%</b>	81%	86%	<b>83%</b>
Q09. Enough privacy was always given to the patient when receiving diagnostic test results	<b>93%</b>	93%	96%	<b>95%</b>
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	<b>75%</b>	80%	86%	<b>83%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	<b>74%</b>	75%	80%	<b>77%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	<b>80%</b>	81%	88%	<b>85%</b>
Q18. Patient found it very or quite easy to contact their main contact person	<b>80%</b>	81%	88%	<b>85%</b>
Q19. Patient found advice from main contact person was very or quite helpful	<b>93%</b>	94%	97%	<b>96%</b>
Q20. Treatment options were explained in a way the patient could completely understand	<b>80%</b>	80%	86%	<b>83%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	<b>77%</b>	77%	84%	<b>80%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	<b>81%</b>	83%	87%	<b>85%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	<b>73%</b>	76%	84%	<b>80%</b>
Q41_1. Beforehand patient completely had enough understandable information about surgery	<b>87%</b>	88%	92%	<b>90%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	<b>72%</b>	75%	85%	<b>80%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	<b>83%</b>	84%	89%	<b>87%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	<b>73%</b>	74%	85%	<b>79%</b>
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	<b>71%</b>	72%	78%	<b>75%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	<b>83%</b>	85%	91%	<b>88%</b>

## Introduction

The National Cancer Patient Experience Survey 2024 is the fourteenth 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 2024 survey involved 131 NHS trusts. Out of 127,021 people, 64,055 people responded to the survey, yielding a response rate of 50%.

## 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 2024. The fieldwork for the survey was undertaken between November 2024 and February 2025.

As in the previous nine 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, 2023 and 2024 are included in this report for most questions. There were three changes to the questionnaire over the last two years:

- In 2023 the question text for Q23 and Q42 were amended. These questions are no longer deemed comparable to 2021 and 2022. Data is only comparable for 2023 and 2024.
- In 2023 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. Data is only comparable for 2023 and 2024.
- In 2023 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. Data for the answer option is only available for 2023 and 2024.

### How alliance results are derived

Alliance and ICB results are not derived by mapping trust results. Alliance and ICB results are derived using the postcode of each patient. Alliance and ICB results therefore reflect the experience of people referred from within the geographical footprint. This mapping is achieved using lookup files released by the Office for National Statistics. Alliance and ICB results are therefore presented at the ‘England’ level and exclude other UK postcodes. Please note that due to updates in Cancer Alliance boundaries, historical data has been recalculated for certain alliances.

## 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 an alliance is performing given their patient population. The factors taken into account in this case mix adjustment are 'Which of the following best describes you?', age, ethnicity, deprivation, and cancer type.

Unadjusted data should be used to see the actual responses from patients relating to the alliance. 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.

The full scoring for all questions at an alliance level is available in the Cancer Alliance Excel tables available at [www.ncpes.co.uk](http://www.ncpes.co.uk). Excel tables are also available at a national, trust and ICB level.

## Statistical significance

In the reporting of 2024 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 alliance.

For alliances 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** alliance has a score suppressed. If this happens, we will suppress another alliance's results (both the alliance level and subgroup results for the question) based on the next lowest number of respondents for the score. We do this so that the national score cannot be used to work out the score for the individual alliance.

The same rule applies to groups in each subgroup breakdown. For example, if only one alliance has the 85+ age group suppressed for Q25 we will need to suppress another alliance'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 alliance scored for each question in the survey compared with England results. It is aimed at helping individual alliances 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 alliance.

Alliances 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 alliance performs better than what alliances 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 alliance's size and demographics.

### Comparability tables

The comparability tables show the 2023 and 2024 unadjusted scores for this trust for each scored question. The Change 2023-2024 and Change overall columns show whether the scores show a statistically significant variation between years. This is shown between 2023-2024 and as an overall between 2021-2024. 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 2024 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.

### Subgroup breakdowns

Unadjusted scores are shown for tumour group, 'Which of the following best describes you?', age, IMD quintile, long-term condition status, number of long-term conditions and ethnicity breakdowns. Unadjusted scores for the same subgroup across different alliance 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.

### 'Which of the following best describes you?'

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.

## Number of long-term conditions tables

The number of long-term conditions tables show the unadjusted scores for four groups: those who indicate they have one long-term condition, two long-term conditions, three 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 four columns representing the unadjusted scores of the last four years (2021, 2022, 2023 and 2024) for each scored question.

## Trust expected range summary

The number of scored questions that fell below, within and above the expected range for each trust within the alliance.

## ICB expected range summary

The number of scored questions that fell below, within and above the expected range for each ICB within the alliance.

## National level and England level data

In some cases (389 respondents in 2024), 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.

Overall response rate at response rate sections shows national level counts and response rate. For cancer alliances and its comparison at comparability tables section, all data is presented at the England level.

## 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.

The 2024 questionnaire and survey guidance can be found on the website at [www.ncpes.co.uk](http://www.ncpes.co.uk), and more information on the methodology in the Technical Document can be viewed 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

1,509 patients responded out of a total of 3,784 patients, resulting in a response rate of 40%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	4,022	3,784	1,509	40%
National	135,429	127,021	64,055	50%

### Respondents by survey type

	Number of respondents
Paper	1,145
Online	363
Phone	1
Translation service	0
<b>Total</b>	<b>1,509</b>

### Respondents by tumour group

	Number of respondents
Brain / CNS	5
Breast	347
Colorectal / LGT	125
Gynaecological	59
Haematological	192
Head and neck	38
Lung	101
Prostate	209
Sarcoma	16
Skin	36
Upper gastro	80
Urological	113
Other	188
<b>Total</b>	<b>1,509</b>

## Respondents by ethnicity

	Number of respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	762
Irish	64
Gypsy or Irish Traveller	*
Roma	*
Any other White background	221
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	19
White and Black African	6
White and Asian	17
Any other Mixed / multiple ethnic background	17
<b>Asian or Asian British</b>	
Indian	35
Pakistani	12
Bangladeshi	8
Chinese	19
Any other Asian background	29
<b>Black / African / Caribbean / Black British</b>	
African	65
Caribbean	48
Any other Black / African / Caribbean background	8
<b>Other Ethnic Group</b>	
Arab	16
Any other ethnic group	30
<b>Not given</b>	
Not given	130
<b>Total</b>	<b>1,509</b>

\* indicates the count is not shown due to suppression

## Expected range charts

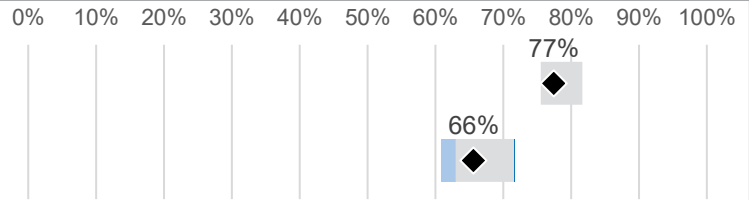
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

### 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

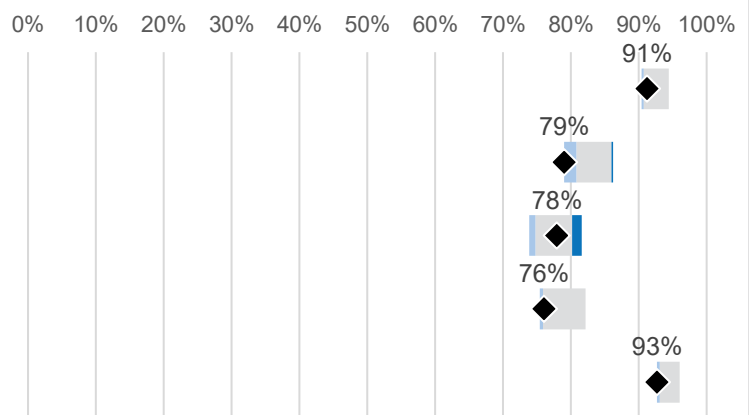
Q5. Patient received all the information needed about the diagnostic test in advance

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

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

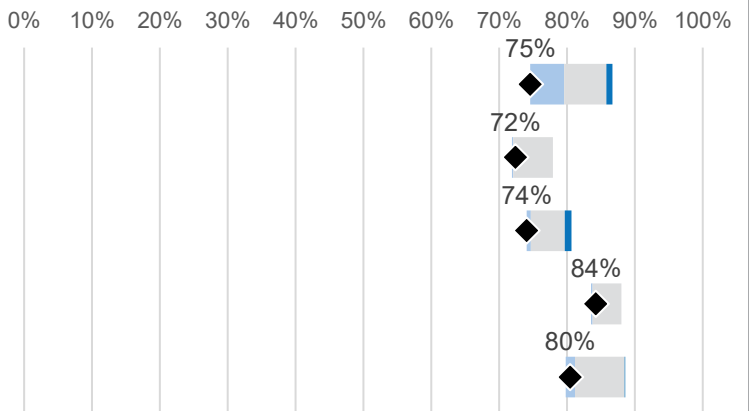
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

Q13. Patient was definitely told sensitively that they had cancer

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

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

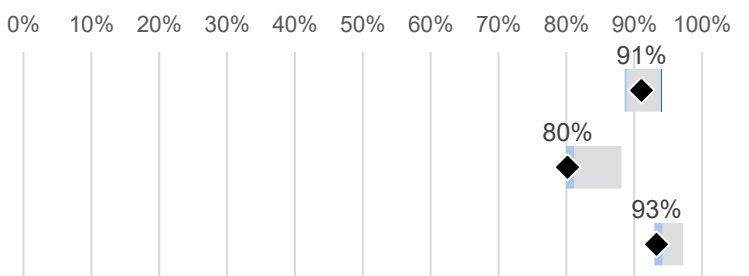


### SUPPORT FROM A MAIN CONTACT PERSON

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



## Expected range charts

Lower expected range Within expected range Upper expected range Case mix adjusted score

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

### DECIDING ON THE BEST TREATMENT

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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

80%

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

77%

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

81%

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

57%

### CARE PLANNING

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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

71%

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

93%

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

99%

### SUPPORT FROM HOSPITAL STAFF

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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

92%

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

74%

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

73%

### HOSPITAL CARE

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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

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

67%

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

71%

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

70%

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

62%

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

83%

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

87%

## Expected range charts

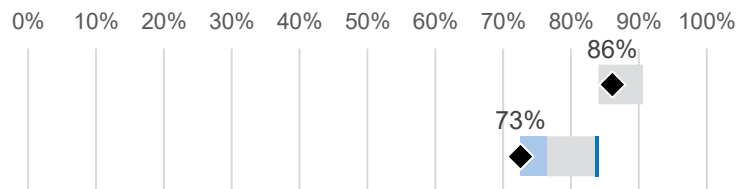
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

### HOSPITAL CARE CONTINUED

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

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

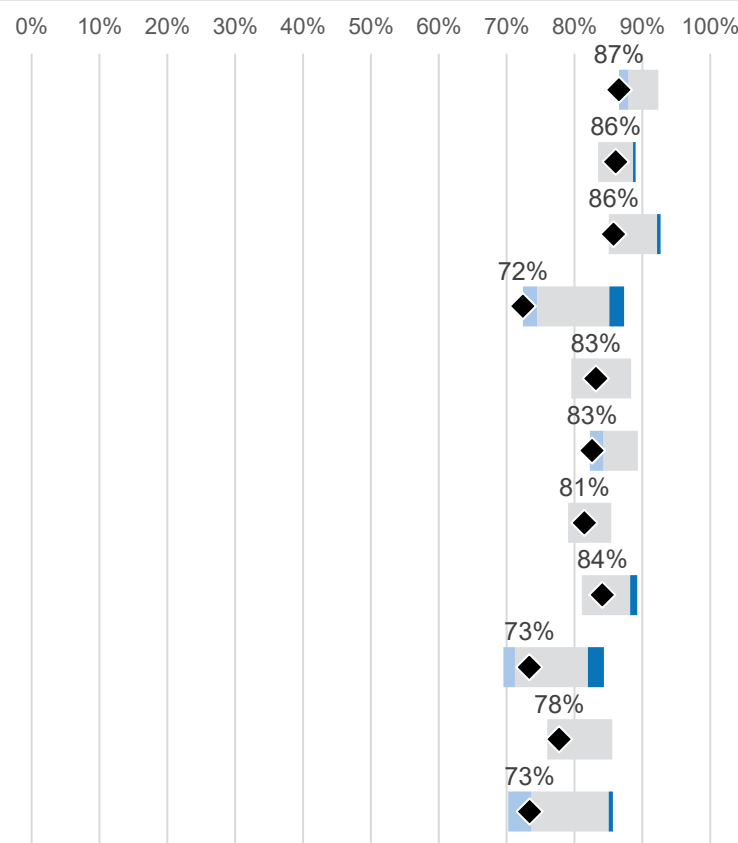
Q42\_2. Patient completely had enough understandable information about their response to chemotherapy

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



### IMMEDIATE AND LONG-TERM SIDE EFFECTS

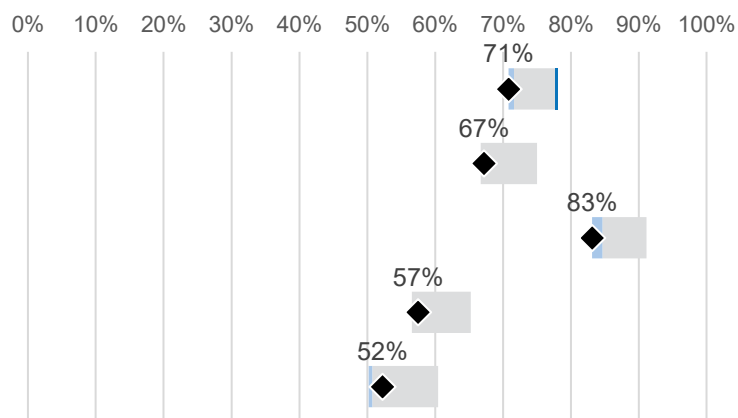
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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



## Expected range charts

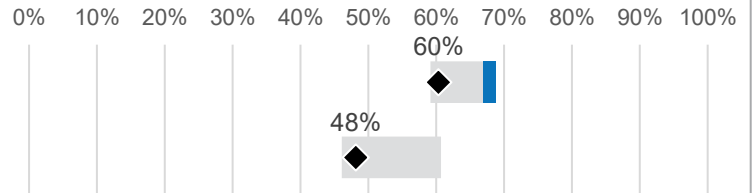
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

### SUPPORT WHILE AT HOME

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

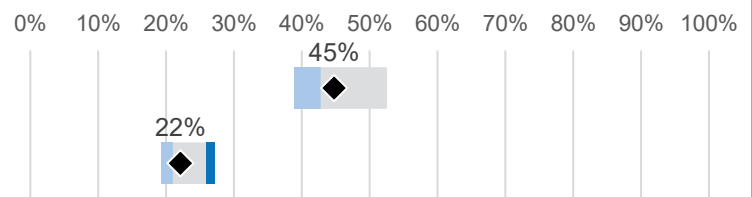
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services



### 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

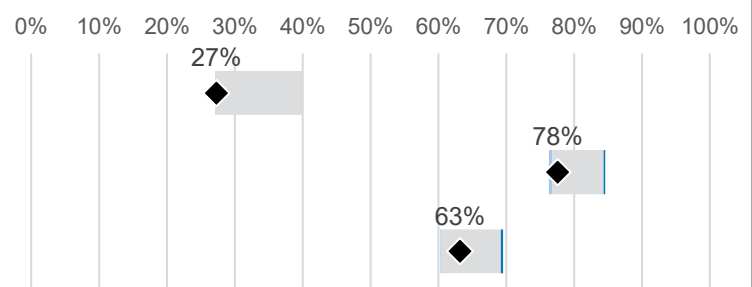


### LIVING WITH AND BEYOND CANCER

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

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



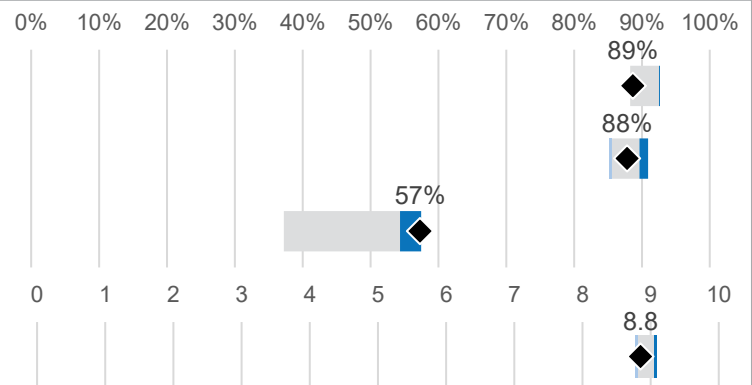
### YOUR OVERALL NHS CARE

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

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



## Comparability tables

* Indicates where a score is not available due to suppression or a low base size.	▲ or ▼	Change 2023-2024: Indicates where 2024 score is significantly higher or lower than 2023 score.		Adjusted score below lower expected range
- No score available.		Change overall: Indicates significant change overall (2021, 2022, 2023 and 2024).		Adjusted score between upper and lower expected ranges
				Adjusted score above upper expected range




SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	632	77%	680	74%			77%	76%	82%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	854	64%	933	64%		▲	66%	63%	72%	67%

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	1048	91%	1173	91%			91%	91%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1111	77%	1248	77%			79%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1129	76%	1249	77%		▼	78%	75%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	1130	73%	1247	74%			76%	76%	82%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1125	93%	1250	92%			93%	93%	96%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 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	1240	75%	1349	74%		▲	75%	80%	86%	83%
Q13. Patient was definitely told sensitively that they had cancer	1347	72%	1470	72%			72%	72%	78%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1362	74%	1484	73%			74%	75%	80%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1355	85%	1477	84%			84%	84%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	1161	80%	1275	80%			80%	81%	88%	85%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	1320	91%	1440	91%		▼	91%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	1144	78%	1215	79%			80%	81%	88%	85%
Q19. Patient found advice from main contact person was very or quite helpful	1167	95%	1250	93%			93%	94%	97%	96%

## Comparability tables

* Indicates where a score is not available due to suppression or a low base size.	▲ or ▼	Change 2023-2024: Indicates where 2024 score is significantly higher or lower than 2023 score.		Adjusted score below lower expected range
- No score available.		Change overall: Indicates significant change overall (2021, 2022, 2023 and 2024).		Adjusted score between upper and lower expected ranges
				Adjusted score above upper expected range

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	1286	78%	1396	79%			80%	80%	86%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1351	75%	1459	76%			77%	77%	84%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	1081	81%	1191	79%		▲	81%	83%	87%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	806	55%	858	57%			57%	53%	62%	58%

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	1209	70%	1313	70%			71%	69%	77%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	710	93%	812	93%			93%	92%	96%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	573	99%	659	98%			99%	98%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	1128	89%	1269	91%		▲	92%	90%	95%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1345	70%	1472	73%		▲	74%	74%	81%	78%
Q29. Patient was offered information about how to get financial help or benefits	779	68%	887	72%	▲	▲	73%	68%	76%	72%



## Comparability tables

\* Indicates where a score is not available due to suppression or a low base size.  
- No score available.

▲ or ▼

Change 2023-2024: Indicates where 2024 score is significantly higher or lower than 2023 score.  
Change overall: Indicates significant change overall (2021, 2022, 2023 and 2024).

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			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 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	567	77%	655	77%			77%	74%	82%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	462	71%	532	68%		▲	67%	67%	75%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	551	68%	639	71%		▲	71%	68%	75%	72%
Q34. Patient was always able to get help from ward staff when needed	554	73%	641	71%			70%	69%	78%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	529	62%	613	62%			62%	62%	70%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	508	84%	581	82%			83%	81%	88%	84%
Q37. Patient was always treated with respect and dignity while in hospital	565	87%	649	86%			87%	85%	91%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	552	89%	633	86%			86%	84%	91%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1214	72%	1308	71%			73%	76%	84%	80%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	655	87%	710	86%			87%	88%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	626	84%	697	86%		▲	86%	83%	89%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	364	88%	399	86%			86%	85%	92%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	232	81%	246	73%			72%	75%	85%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	247	84%	268	83%			83%	80%	88%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	644	84%	701	82%			83%	84%	89%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	614	81%	695	81%			81%	79%	85%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	366	86%	390	84%			84%	81%	88%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	223	73%	238	73%			73%	71%	82%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	244	82%	260	78%			78%	76%	86%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1295	72%	1441	72%			73%	74%	85%	79%

## Comparability tables

\* Indicates where a score is not available due to suppression or a low base size.  
- No score available.

▲ or ▼

Change 2023-2024: Indicates where 2024 score is significantly higher or lower than 2023 score.  
Change overall: Indicates significant change overall (2021, 2022, 2023 and 2024).

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			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	1276	71%	1415	71%			71%	72%	78%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1201	67%	1336	67%		▲	67%	67%	75%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	920	83%	1075	81%			83%	85%	91%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1215	57%	1326	58%			57%	57%	65%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1064	50%	1168	52%			52%	51%	60%	56%

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 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	858	58%	976	60%		▲	60%	59%	67%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	558	43%	638	46%			48%	46%	61%	53%

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	761	37%	856	44%	▲	▲	45%	43%	53%	48%
Q52. Patient has had a review of cancer care by GP practice	1257	21%	1381	24%		▲	22%	21%	26%	23%

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 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	359	25%	379	26%			27%	27%	40%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	615	74%	665	76%			78%	77%	84%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1068	61%	1200	62%		▲	63%	61%	69%	65%

## Comparability tables

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- No score available.		Change overall: Indicates significant change overall (2021, 2022, 2023 and 2024).		Adjusted score between upper and lower expected ranges
				Adjusted score above upper expected range

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q56. The whole care team worked well together	1244	89%	1398	89%			89%	88%	93%	90%
Q57. Administration of care was very good or good	1334	87%	1464	88%			88%	86%	90%	88%
Q58. Cancer research opportunities were discussed with patient	860	56%	970	58%		▲	57%	37%	54%	46%
Q59. Patient's average rating of care scored from very poor to very good	1317	8.7	1436	8.8			8.8	8.8	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										
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	92%	63%	69%	58%	83%	56%	75%	80%	96%	49%	78%	70%	74%										
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	78%	61%	67%	58%	63%	56%	67%	*	74%	39%	64%	55%	64%										

DIAGNOSTIC TESTS	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	88%	91%	85%	91%	91%	93%	92%	86%	79%	91%	92%	94%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	79%	76%	78%	73%	60%	78%	82%	64%	74%	75%	80%	77%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	70%	81%	74%	83%	75%	73%	85%	73%	61%	78%	82%	75%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	73%	75%	71%	78%	83%	75%	77%	80%	68%	67%	74%	71%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	91%	91%	92%	94%	94%	94%	93%	87%	94%	93%	95%	86%	92%

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
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	78%	84%	84%	74%	72%	82%	69%	87%	43%	64%	68%	68%	74%
Q13. Patient was definitely told sensitively that they had cancer	*	74%	75%	74%	72%	76%	76%	72%	67%	66%	62%	74%	65%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	74%	77%	74%	70%	86%	73%	77%	63%	76%	64%	77%	66%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	87%	89%	90%	82%	92%	82%	83%	88%	82%	76%	83%	80%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	84%	87%	80%	80%	76%	79%	83%	85%	62%	71%	78%	76%	80%

## 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
Q17. Patient had a main point of contact within the care team	*	93%	94%	91%	96%	89%	92%	88%	94%	72%	95%	83%	89%
Q18. Patient found it very or quite easy to contact their main contact person	*	77%	82%	89%	84%	72%	87%	74%	71%	63%	84%	79%	74%
Q19. Patient found advice from main contact person was very or quite helpful	*	92%	97%	100%	94%	89%	98%	90%	80%	78%	96%	92%	94%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q20. Treatment options were explained in a way the patient could completely understand	*	80%	80%	77%	80%	79%	81%	80%	67%	77%	78%	83%	72%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	73%	81%	78%	79%	71%	79%	79%	77%	74%	64%	79%	72%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	76%	83%	71%	80%	69%	83%	85%	87%	95%	79%	80%	74%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	56%	66%	48%	63%	62%	57%	59%	42%	50%	49%	59%	53%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	70%	71%	91%	75%	63%	69%	70%	53%	68%	71%	78%	59%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	91%	96%	94%	98%	92%	96%	90%	82%	100%	89%	92%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	99%	97%	100%	98%	100%	100%	100%	*	100%	100%	98%	96%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q27. Staff provided the patient with relevant information on available support	*	93%	95%	89%	92%	80%	89%	90%	100%	88%	93%	84%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	70%	78%	72%	79%	73%	82%	71%	63%	53%	73%	79%	68%
Q29. Patient was offered information about how to get financial help or benefits	*	73%	77%	76%	85%	70%	75%	55%	*	54%	76%	57%	72%

## Tumour group tables

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

HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	68%	80%	70%	78%	68%	79%	90%	62%	*	77%	88%	67%	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	*	47%	72%	69%	67%	81%	68%	68%	67%	*	78%	76%	66%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	68%	77%	74%	77%	57%	68%	81%	69%	*	71%	71%	60%	71%
Q34. Patient was always able to get help from ward staff when needed	*	61%	72%	71%	80%	61%	74%	85%	77%	*	77%	79%	53%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	43%	64%	66%	68%	55%	64%	82%	69%	*	60%	63%	47%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	77%	85%	82%	84%	90%	76%	92%	100%	*	84%	83%	73%	82%
Q37. Patient was always treated with respect and dignity while in hospital	*	84%	84%	90%	94%	88%	87%	93%	85%	*	84%	89%	74%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	82%	86%	88%	88%	83%	89%	91%	85%	*	85%	87%	81%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	66%	79%	83%	78%	69%	77%	66%	64%	63%	59%	81%	65%	71%

YOUR TREATMENT	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	85%	89%	88%	68%	88%	82%	95%	75%	82%	78%	86%	84%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	86%	86%	89%	92%	*	87%	81%	*	*	86%	89%	81%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	87%	81%	88%	92%	81%	92%	85%	*	*	89%	70%	78%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	73%	*	*	*	*	*	74%	*	*	*	*	61%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	81%	*	*	86%	*	86%	*	*	*	74%	88%	72%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	84%	84%	81%	61%	80%	75%	91%	75%	82%	78%	79%	78%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	79%	84%	86%	85%	*	85%	83%	*	*	80%	85%	75%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	84%	85%	88%	88%	81%	86%	78%	*	*	89%	*	79%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	71%	*	*	*	*	*	76%	*	*	*	*	58%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	73%	*	*	78%	*	80%	*	*	*	78%	83%	76%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	65%	75%	75%	70%	80%	72%	78%	63%	79%	67%	81%	68%	72%

## Tumour group tables

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

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	67%	71%	68%	69%	62%	76%	79%	40%	69%	70%	81%	66%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	63%	67%	75%	67%	65%	77%	66%	50%	65%	67%	72%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	81%	84%	88%	79%	72%	86%	81%	67%	78%	78%	81%	84%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	56%	58%	69%	57%	50%	63%	67%	43%	57%	58%	61%	48%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	48%	53%	50%	56%	50%	59%	60%	40%	59%	53%	57%	44%	52%

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	51%	67%	64%	64%	57%	69%	58%	75%	53%	64%	66%	55%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	39%	43%	41%	47%	61%	58%	50%	45%	*	58%	45%	44%	46%

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	44%	44%	42%	35%	36%	57%	47%	17%	38%	42%	45%	48%	44%
Q52. Patient has had a review of cancer care by GP practice	*	24%	23%	23%	19%	31%	28%	27%	27%	28%	32%	25%	18%	24%



## Tumour group tables

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

LIVING WITH AND BEYOND CANCER															Tumour group														
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All															
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	19%	26%	27%	36%	27%	9%	37%	*	20%	23%	32%	35%	26%															
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	77%	81%	85%	78%	71%	82%	75%	*	70%	48%	81%	72%	76%															
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	54%	64%	67%	71%	55%	59%	64%	69%	67%	53%	69%	61%	62%															

YOUR OVERALL NHS CARE															Tumour group														
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All															
Q56. The whole care team worked well together	*	88%	92%	85%	91%	89%	92%	87%	67%	76%	85%	94%	88%	89%															
Q57. Administration of care was very good or good	*	88%	87%	88%	93%	86%	94%	88%	81%	73%	83%	84%	89%	88%															
Q58. Cancer research opportunities were discussed with patient	*	53%	62%	36%	66%	64%	68%	58%	*	38%	65%	58%	58%	58%															
Q59. Patient's average rating of care scored from very poor to very good	*	8.6	8.7	9.0	9.1	8.8	8.9	8.8	8.1	8.5	8.7	9.0	8.7	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	*	70%	78%	79%	72%	71%	76%	83%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	74%	70%	64%	62%	64%	62%	64%

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	*	64%	92%	88%	93%	92%	90%	91%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	50%	73%	74%	77%	77%	80%	80%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	54%	58%	67%	77%	81%	79%	85%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	43%	72%	73%	73%	74%	78%	73%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	71%	92%	88%	91%	93%	93%	93%	92%

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	*	81%	70%	72%	74%	73%	76%	76%	74%
Q13. Patient was definitely told sensitively that they had cancer	*	31%	73%	67%	71%	71%	74%	82%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	38%	64%	71%	74%	73%	73%	84%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	80%	80%	83%	82%	84%	86%	92%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	81%	86%	87%	83%	79%	77%	70%	80%

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	*	94%	86%	90%	93%	90%	91%	91%	91%
Q18. Patient found it very or quite easy to contact their main contact person	*	80%	66%	79%	78%	80%	81%	80%	79%
Q19. Patient found advice from main contact person was very or quite helpful	*	80%	89%	90%	90%	95%	95%	97%	93%

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	*	57%	75%	79%	79%	82%	77%	78%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	56%	80%	68%	74%	80%	76%	79%	76%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	42%	76%	72%	74%	84%	83%	82%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	71%	64%	55%	57%	59%	58%	35%	57%

## Age group tables

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

CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	63%	73%	72%	69%	73%	70%	59%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	100%	92%	93%	89%	96%	91%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	100%	97%	99%	99%	100%	98%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	88%	93%	92%	92%	93%	89%	84%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	50%	64%	67%	69%	76%	76%	81%	73%
Q29. Patient was offered information about how to get financial help or benefits	*	85%	71%	76%	75%	75%	61%	60%	72%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	27%	79%	67%	72%	84%	77%	87%	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	*	50%	73%	59%	66%	72%	69%	65%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	55%	68%	71%	67%	78%	70%	68%	71%
Q34. Patient was always able to get help from ward staff when needed	*	36%	63%	66%	73%	77%	67%	72%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	27%	41%	64%	63%	67%	58%	59%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	64%	71%	81%	80%	88%	84%	82%	82%
Q37. Patient was always treated with respect and dignity while in hospital	*	55%	83%	82%	86%	89%	89%	86%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	70%	83%	79%	89%	91%	80%	84%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	40%	70%	66%	67%	73%	75%	73%	71%

## 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	*	*	76%	85%	86%	89%	85%	93%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	83%	86%	87%	84%	90%	83%	86%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	88%	88%	82%	92%	79%	86%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	71%	72%	70%	80%	71%	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	75%	88%	84%	83%	80%	86%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	82%	78%	82%	87%	78%	83%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	58%	87%	84%	78%	85%	78%	91%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	88%	80%	82%	87%	83%	81%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	76%	72%	63%	77%	77%	*	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	58%	84%	77%	84%	76%	77%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	57%	60%	59%	71%	75%	75%	76%	72%

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	*	69%	72%	69%	69%	73%	71%	61%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	31%	65%	68%	66%	70%	65%	67%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	73%	81%	80%	84%	84%	79%	72%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	44%	60%	61%	61%	61%	52%	50%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	33%	52%	47%	53%	59%	47%	49%	52%

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	43%	48%	49%	60%	64%	61%	62%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	30%	44%	36%	44%	48%	51%	55%	46%

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	*	25%	44%	44%	44%	49%	39%	44%	44%
Q52. Patient has had a review of cancer care by GP practice	*	31%	31%	24%	25%	25%	21%	16%	24%

## 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	*	*	30%	9%	31%	27%	25%	32%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	60%	76%	75%	73%	80%	74%	86%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	47%	54%	55%	59%	67%	62%	66%	62%

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	*	94%	92%	85%	87%	90%	89%	91%	89%
Q57. Administration of care was very good or good	*	81%	87%	85%	86%	90%	88%	92%	88%
Q58. Cancer research opportunities were discussed with patient	*	58%	41%	54%	61%	60%	59%	55%	58%
Q59. Patient's average rating of care scored from very poor to very good	*	8.4	8.4	8.2	8.6	9.0	9.0	9.0	8.8

## ‘Which of the following best describes you?’ tables

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

SUPPORT FROM YOUR GP PRACTICE							
	Which of the following best describes you?						
	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	75%	72%	*	*	*	76%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	61%	*	*	*	58%	64%

DIAGNOSTIC TESTS							
	Which of the following best describes you?						
	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	90%	93%	*	*	*	88%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	77%	77%	*	*	*	82%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	82%	*	*	*	74%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	72%	77%	*	*	*	69%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	93%	*	*	*	93%	92%

FINDING OUT THAT YOU HAD CANCER							
	Which of the following best describes you?						
	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	76%	71%	*	*	*	69%	74%
Q13. Patient was definitely told sensitively that they had cancer	70%	74%	*	*	*	70%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	70%	76%	*	*	*	75%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	84%	*	*	*	90%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	80%	*	*	*	80%	80%

SUPPORT FROM A MAIN CONTACT PERSON							
	Which of the following best describes you?						
	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	91%	91%	*	*	*	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	78%	79%	*	*	*	83%	79%
Q19. Patient found advice from main contact person was very or quite helpful	94%	93%	*	*	*	91%	93%

## ‘Which of the following best describes you?’ tables

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

DECIDING ON THE BEST TREATMENT							
	Which of the following best describes you?						
	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%	79%	*	*	*	78%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	73%	79%	*	*	*	75%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	82%	*	*	*	73%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	61%	*	*	*	53%	57%

CARE PLANNING							
	Which of the following best describes you?						
	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	69%	72%	*	*	*	67%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	93%	*	*	*	85%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	*	*	*	96%	98%

SUPPORT FROM HOSPITAL STAFF							
	Which of the following best describes you?						
	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	92%	91%	*	*	*	84%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	78%	*	*	*	68%	73%
Q29. Patient was offered information about how to get financial help or benefits	74%	72%	*	*	*	53%	72%

## ‘Which of the following best describes you?’ tables

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

HOSPITAL CARE							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	70%	85%	*	*	*	79%	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	63%	73%	*	*	*	76%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	74%	*	*	*	67%	71%
Q34. Patient was always able to get help from ward staff when needed	64%	80%	*	*	*	77%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	53%	71%	*	*	*	68%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	79%	87%	*	*	*	87%	82%
Q37. Patient was always treated with respect and dignity while in hospital	83%	91%	*	*	*	85%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	89%	*	*	*	88%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	69%	73%	*	*	*	70%	71%

YOUR TREATMENT							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	84%	88%	*	*	*	93%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	87%	*	*	*	86%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	86%	*	*	*	88%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	76%	*	*	*	42%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	82%	*	*	*	91%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	80%	85%	*	*	*	83%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	86%	*	*	*	86%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	83%	*	*	*	88%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	73%	79%	*	*	*	40%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	75%	81%	*	*	*	82%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	66%	79%	*	*	*	77%	72%

## ‘Which of the following best describes you?’ tables

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS							
	Which of the following best describes you?						
	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	68%	75%	*	*	*	72%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	68%	*	*	*	63%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	82%	*	*	*	77%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	62%	*	*	*	56%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	59%	*	*	*	47%	52%

SUPPORT WHILE AT HOME							
	Which of the following best describes you?						
	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	55%	66%	*	*	*	58%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	51%	*	*	*	62%	46%

CARE FROM YOUR GP PRACTICE							
	Which of the following best describes you?						
	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	44%	45%	*	*	*	41%	44%
Q52. Patient has had a review of cancer care by GP practice	22%	26%	*	*	*	27%	24%

LIVING WITH AND BEYOND CANCER							
	Which of the following best describes you?						
	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	23%	29%	*	*	*	50%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	79%	*	*	*	79%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	66%	*	*	*	65%	62%



## ‘Which of the following best describes you?’ tables

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

YOUR OVERALL NHS CARE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	88%	90%	*	*	*	82%	89%
Q57. Administration of care was very good or good	88%	88%	*	*	*	86%	88%
Q58. Cancer research opportunities were discussed with patient	54%	63%	*	*	*	55%	58%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	*	*	*	8.8	8.8

## Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	70%	68%	54%	50%	73%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	71%	54%	58%	40%	57%	64%

DIAGNOSTIC TESTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q5. Patient received all the information needed about the diagnostic test in advance	91%	91%	86%	92%	86%	90%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	71%	74%	73%	75%	78%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	67%	70%	85%	68%	70%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	70%	63%	73%	76%	70%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	89%	90%	88%	84%	92%	92%

FINDING OUT THAT YOU HAD CANCER	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	73%	72%	78%	75%	82%	77%	74%
Q13. Patient was definitely told sensitively that they had cancer	73%	74%	67%	70%	68%	71%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	79%	64%	69%	80%	71%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	84%	81%	87%	78%	85%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	79%	78%	79%	84%	86%	80%

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q17. Patient had a main point of contact within the care team	91%	88%	93%	92%	91%	91%	91%
Q18. Patient found it very or quite easy to contact their main contact person	79%	79%	75%	83%	77%	82%	79%
Q19. Patient found advice from main contact person was very or quite helpful	93%	96%	88%	92%	100%	93%	93%

DECIDING ON THE BEST TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q20. Treatment options were explained in a way the patient could completely understand	80%	79%	72%	73%	87%	75%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	71%	76%	68%	71%	76%	76%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	60%	78%	70%	83%	75%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	60%	59%	56%	71%	60%	57%

## 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	69%	66%	68%	79%	74%	73%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	93%	90%	94%	97%	90%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	98%	99%	100%	98%	98%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	90%	88%	96%	93%	88%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	73%	64%	70%	80%	70%	73%
Q29. Patient was offered information about how to get financial help or benefits	74%	61%	66%	76%	77%	62%	72%

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	77%	73%	76%	77%	80%	78%	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	69%	62%	52%	81%	56%	71%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	72%	76%	64%	72%	65%	69%	71%
Q34. Patient was always able to get help from ward staff when needed	70%	66%	67%	82%	70%	79%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	57%	36%	72%	67%	66%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	83%	71%	86%	79%	84%	82%
Q37. Patient was always treated with respect and dignity while in hospital	87%	85%	83%	91%	80%	86%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	82%	89%	86%	85%	89%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	59%	63%	72%	67%	71%	71%

## Ethnicity tables

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

YOUR TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	73%	79%	88%	90%	89%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	88%	81%	74%	86%	92%	84%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	85%	88%	87%	90%	86%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	*	69%	76%	*	56%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	*	64%	87%	*	89%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	74%	78%	81%	79%	85%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	81%	70%	75%	88%	82%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	79%	82%	84%	80%	85%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	77%	50%	69%	81%	*	56%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	78%	*	64%	80%	*	83%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	72%	70%	67%	69%	69%	73%	72%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	71%	68%	68%	85%	75%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	69%	61%	68%	62%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	60%	80%	77%	84%	82%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	57%	58%	65%	78%	59%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	53%	48%	52%	60%	54%	52%

SUPPORT WHILE AT HOME	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	56%	65%	57%	62%	55%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	19%	44%	41%	71%	54%	46%

CARE FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	45%	43%	41%	47%	29%	46%	44%
Q52. Patient has had a review of cancer care by GP practice	21%	36%	32%	30%	19%	32%	24%

## 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	27%	6%	18%	34%	16%	38%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	67%	70%	89%	65%	77%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	57%	57%	60%	63%	60%	62%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	89%	78%	89%	90%	98%	88%	89%
Q57. Administration of care was very good or good	88%	77%	89%	93%	96%	89%	88%
Q58. Cancer research opportunities were discussed with patient	58%	53%	58%	59%	66%	61%	58%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.4	8.5	8.6	8.8	8.7	8.8

## 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)	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	68%	74%	69%	81%	81%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	60%	63%	72%	66%	64%

DIAGNOSTIC TESTS						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q5. Patient received all the information needed about the diagnostic test in advance	89%	92%	91%	90%	91%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	75%	76%	76%	80%	83%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	80%	77%	75%	74%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	75%	70%	75%	76%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	88%	93%	93%	95%	89%	92%

FINDING OUT THAT YOU HAD CANCER						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	73%	77%	78%	68%	68%	74%
Q13. Patient was definitely told sensitively that they had cancer	69%	76%	72%	69%	70%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	76%	70%	72%	76%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	87%	83%	83%	84%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	82%	82%	78%	73%	80%

SUPPORT FROM A MAIN CONTACT PERSON						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q17. Patient had a main point of contact within the care team	92%	93%	92%	88%	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	81%	79%	81%	76%	77%	79%
Q19. Patient found advice from main contact person was very or quite helpful	92%	94%	94%	93%	92%	93%

## 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)	All
Q20. Treatment options were explained in a way the patient could completely understand	76%	80%	76%	81%	81%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	71%	76%	76%	76%	81%	76%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	73%	80%	80%	83%	79%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	60%	60%	53%	54%	57%

CARE PLANNING	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	70%	71%	71%	70%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	91%	92%	95%	92%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	99%	98%	100%	98%

SUPPORT FROM HOSPITAL STAFF	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q27. Staff provided the patient with relevant information on available support	90%	93%	90%	90%	94%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	75%	76%	67%	76%	73%
Q29. Patient was offered information about how to get financial help or benefits	74%	70%	72%	76%	67%	72%

HOSPITAL CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	72%	81%	74%	76%	80%	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%	74%	68%	64%	62%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	73%	67%	74%	75%	71%
Q34. Patient was always able to get help from ward staff when needed	79%	76%	66%	68%	64%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	65%	59%	59%	61%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	85%	80%	80%	86%	82%
Q37. Patient was always treated with respect and dignity while in hospital	90%	91%	84%	80%	87%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	86%	83%	90%	79%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	70%	68%	73%	70%	75%	71%

## IMD quintile tables

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

YOUR TREATMENT	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q41_1. Beforehand patient completely had enough understandable information about surgery	82%	89%	88%	84%	84%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	90%	85%	84%	86%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	82%	90%	88%	83%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	71%	75%	77%	63%	82%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	85%	84%	86%	81%	73%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	83%	81%	79%	85%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	84%	80%	82%	81%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	82%	91%	81%	77%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	73%	75%	74%	64%	81%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	77%	79%	80%	76%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	66%	72%	75%	73%	71%	72%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	73%	68%	67%	73%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	66%	68%	67%	64%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	79%	79%	81%	85%	86%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	65%	60%	58%	52%	54%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	53%	58%	49%	45%	52%

SUPPORT WHILE AT HOME	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	64%	63%	53%	57%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	44%	48%	50%	50%	46%

CARE FROM YOUR GP PRACTICE	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	47%	44%	47%	43%	36%	44%
Q52. Patient has had a review of cancer care by GP practice	24%	24%	26%	22%	21%	24%



## 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)	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	18%	35%	28%	28%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	72%	77%	78%	76%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	64%	63%	60%	60%	62%

YOUR OVERALL NHS CARE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	90%	91%	87%	86%	88%	89%
Q57. Administration of care was very good or good	92%	91%	87%	83%	84%	88%
Q58. Cancer research opportunities were discussed with patient	62%	55%	60%	57%	58%	58%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	8.8	8.7	8.8	8.8

## 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	73%	75%	73%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	67%	63%	64%

DIAGNOSTIC TESTS		Long-term condition status		
	Yes	No	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	90%	88%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	77%	77%	85%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	77%	79%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	73%	76%	74%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	92%	93%	92%

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	74%	73%	76%	74%
Q13. Patient was definitely told sensitively that they had cancer	72%	71%	74%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	72%	74%	75%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	82%	88%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	79%	81%	85%	80%

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	92%	90%	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	79%	79%	76%	79%
Q19. Patient found advice from main contact person was very or quite helpful	94%	93%	88%	93%

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	78%	81%	77%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	77%	71%	76%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	81%	72%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	61%	52%	57%

## 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	69%	72%	76%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	86%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	97%	98%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	93%	87%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	75%	72%	73%
Q29. Patient was offered information about how to get financial help or benefits	72%	74%	63%	72%

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	75%	80%	77%	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	64%	72%	73%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	75%	66%	71%
Q34. Patient was always able to get help from ward staff when needed	70%	73%	76%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	59%	65%	66%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	84%	87%	82%
Q37. Patient was always treated with respect and dignity while in hospital	86%	89%	76%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	90%	87%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	70%	72%	69%	71%

## 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	85%	88%	88%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	90%	92%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	83%	90%	86%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	73%	76%	53%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	86%	87%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	80%	85%	81%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	83%	86%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	81%	89%	81%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	74%	53%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	75%	84%	80%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	69%	74%	79%	72%

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	69%	73%	71%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	71%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	80%	84%	83%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	62%	56%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	57%	51%	52%

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	60%	58%	60%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	51%	63%	46%

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	39%	52%	46%	44%
Q52. Patient has had a review of cancer care by GP practice	22%	26%	28%	24%

## 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	23%	31%	33%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	81%	78%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	62%	63%	62%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	88%	90%	89%	89%
Q57. Administration of care was very good or good	88%	88%	89%	88%
Q58. Cancer research opportunities were discussed with patient	58%	59%	55%	58%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	8.7	8.8

## Number of long-term conditions tables

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

SUPPORT FROM YOUR GP PRACTICE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	70%	62%	75%	73%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	53%	57%	67%	63%	64%

DIAGNOSTIC TESTS	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	90%	91%	95%	90%	88%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	73%	71%	77%	85%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	78%	74%	77%	79%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	71%	64%	76%	74%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	93%	88%	92%	93%	92%

FINDING OUT THAT YOU HAD CANCER	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	73%	72%	73%	76%	74%
Q13. Patient was definitely told sensitively that they had cancer	74%	70%	70%	71%	74%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	70%	65%	74%	75%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	89%	81%	78%	82%	88%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	76%	77%	81%	85%	80%

SUPPORT FROM A MAIN CONTACT PERSON	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q17. Patient had a main point of contact within the care team	93%	91%	91%	90%	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	81%	77%	79%	79%	76%	79%
Q19. Patient found advice from main contact person was very or quite helpful	95%	93%	91%	93%	88%	93%

## Number of long-term conditions tables

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

DECIDING ON THE BEST TREATMENT	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	74%	72%	81%	77%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	71%	74%	77%	71%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	77%	74%	81%	72%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	51%	52%	61%	52%	57%

CARE PLANNING	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	72%	64%	66%	72%	76%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	94%	91%	94%	86%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	99%	98%	97%	98%

SUPPORT FROM HOSPITAL STAFF	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q27. Staff provided the patient with relevant information on available support	93%	90%	85%	93%	87%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	67%	67%	75%	72%	73%
Q29. Patient was offered information about how to get financial help or benefits	78%	71%	60%	74%	63%	72%

## Number of long-term conditions tables

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

HOSPITAL CARE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	79%	75%	65%	80%	77%	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	68%	63%	59%	72%	73%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	76%	68%	60%	75%	66%	71%
Q34. Patient was always able to get help from ward staff when needed	73%	67%	64%	73%	76%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	68%	53%	46%	65%	66%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	87%	82%	69%	84%	87%	82%
Q37. Patient was always treated with respect and dignity while in hospital	89%	87%	79%	89%	76%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	79%	83%	90%	87%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	70%	65%	72%	69%	71%

YOUR TREATMENT	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	85%	84%	85%	88%	88%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	82%	78%	90%	92%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	77%	84%	90%	86%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	71%	69%	76%	53%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	82%	78%	86%	87%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	78%	76%	85%	81%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	85%	77%	70%	83%	86%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	75%	78%	89%	81%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	77%	72%	68%	74%	53%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	69%	75%	84%	80%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	71%	69%	64%	74%	79%	72%



## Number of long-term conditions tables

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

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	64%	66%	73%	71%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	55%	61%	71%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	78%	75%	84%	83%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	62%	51%	48%	62%	56%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	57%	42%	44%	57%	51%	52%

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	67%	54%	55%	58%	60%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	52%	30%	33%	51%	63%	46%

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	43%	35%	37%	52%	46%	44%
Q52. Patient has had a review of cancer care by GP practice	22%	21%	23%	26%	28%	24%

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	18%	19%	31%	33%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	71%	65%	81%	78%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	59%	57%	62%	63%	62%

## Number of long-term conditions tables

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

YOUR OVERALL NHS CARE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q56. The whole care team worked well together	88%	88%	85%	90%	89%	89%
Q57. Administration of care was very good or good	91%	86%	84%	88%	89%	88%
Q58. Cancer research opportunities were discussed with patient	60%	56%	57%	59%	55%	58%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.7	8.6	8.8	8.7	8.8

## Year on year charts

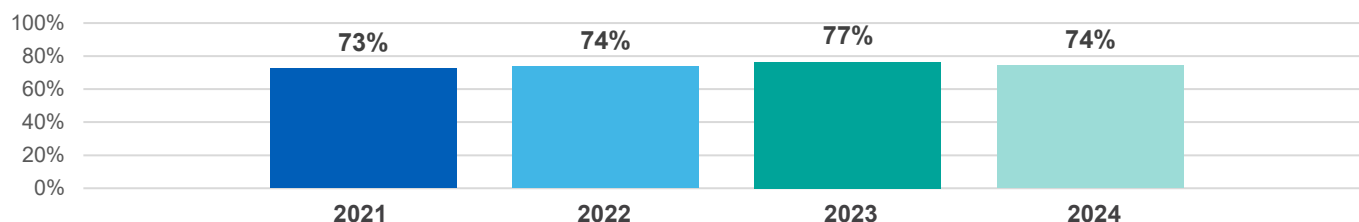
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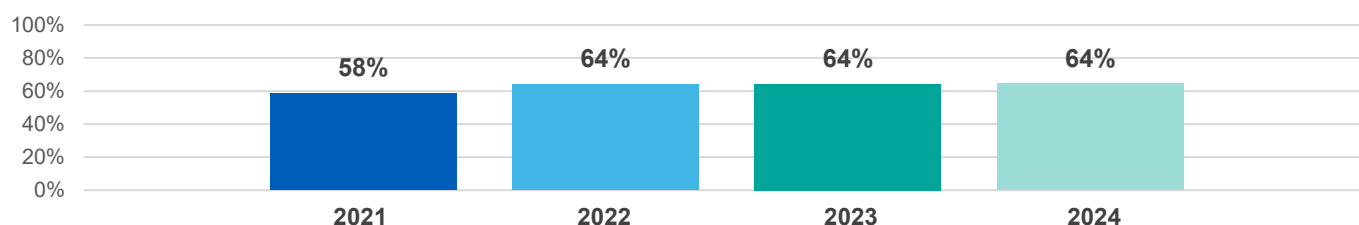
The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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

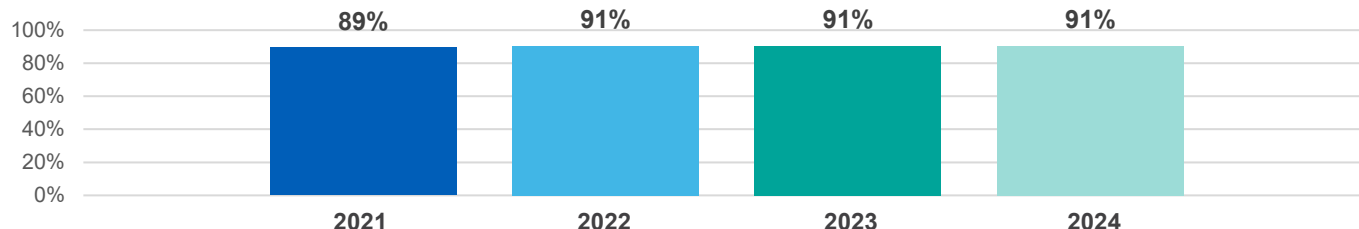


Q3. Referral for diagnosis was explained in a way the patient could completely understand

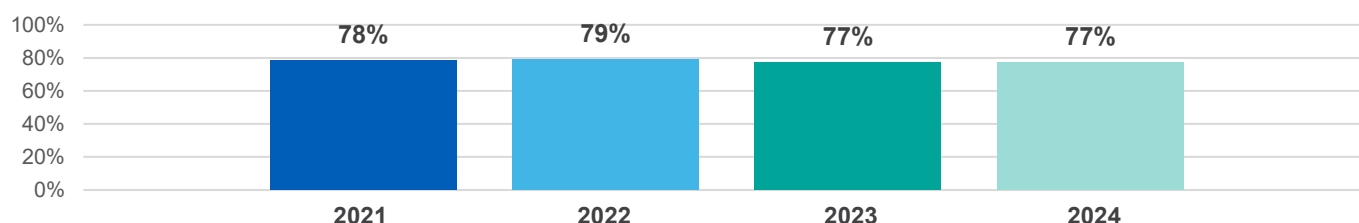


### DIAGNOSTIC TESTS

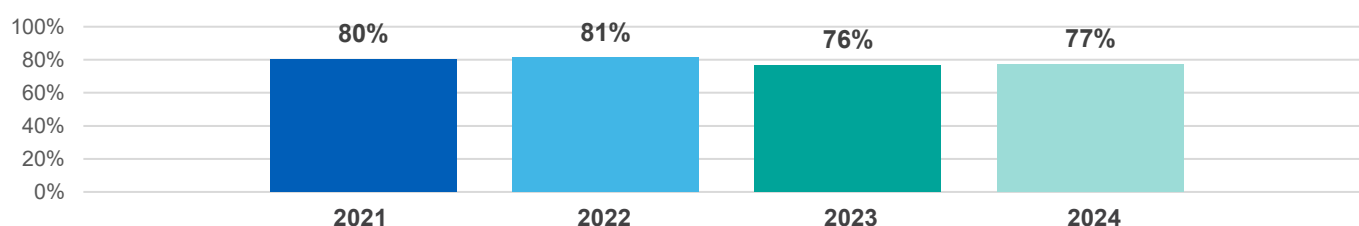
Q5. Patient received all the information needed about the diagnostic test in advance



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



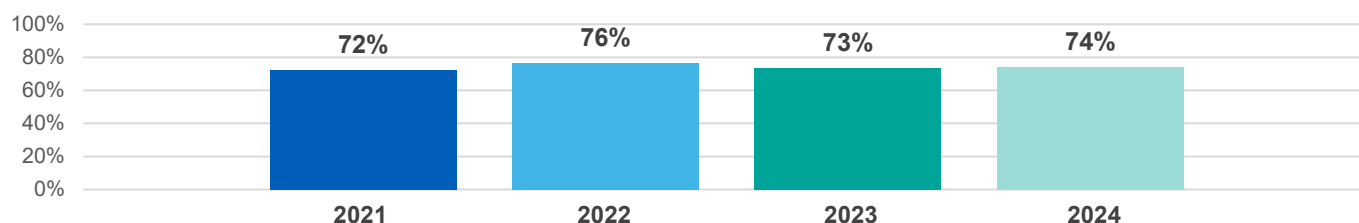
## Year on year charts

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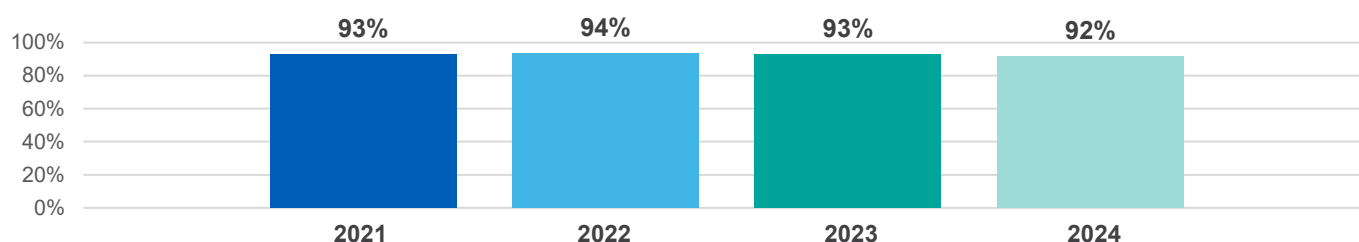
- No score available.

The scores are unadjusted and based on England scores only.

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

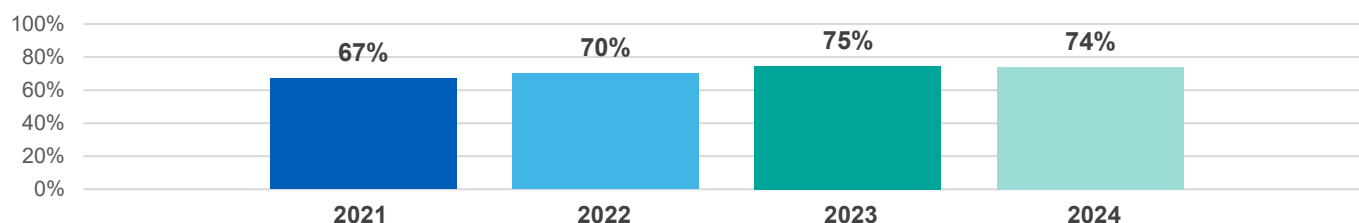


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

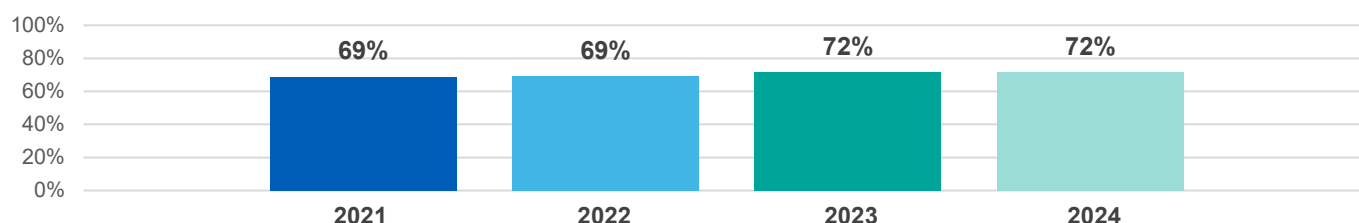


### FINDING OUT THAT YOU HAD CANCER

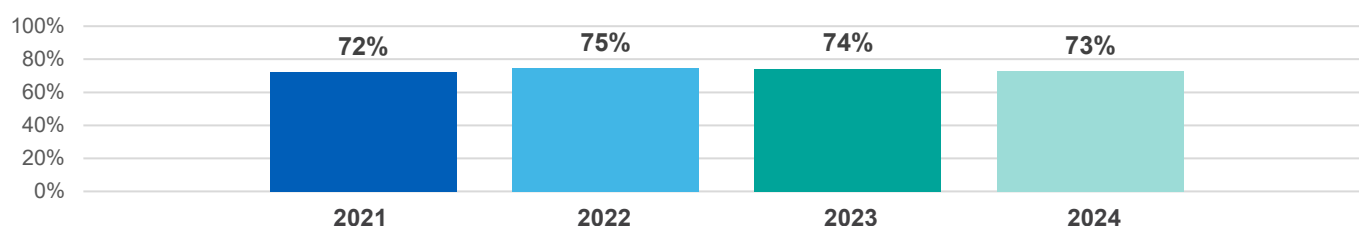
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



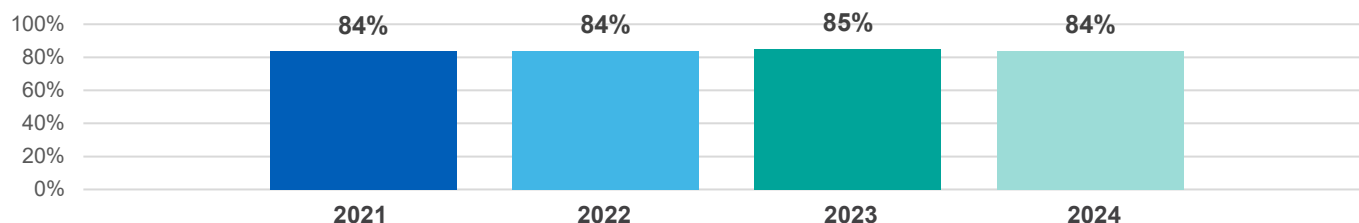
## Year on year charts

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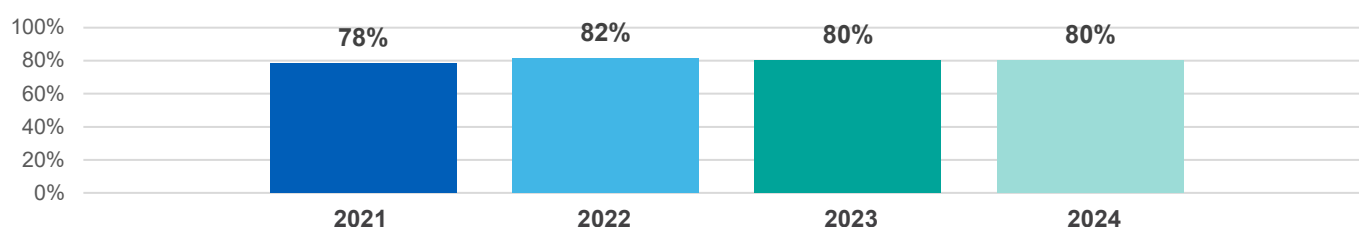
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The scores are unadjusted and based on England scores only.

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

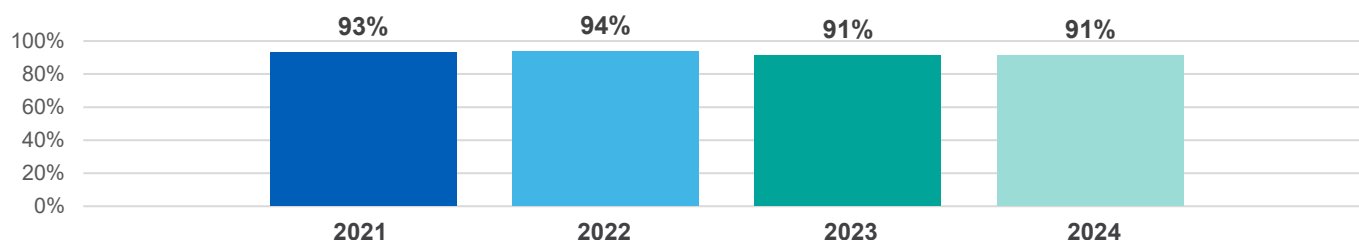


Q16. Patient was told they could go back later for more information about their diagnosis

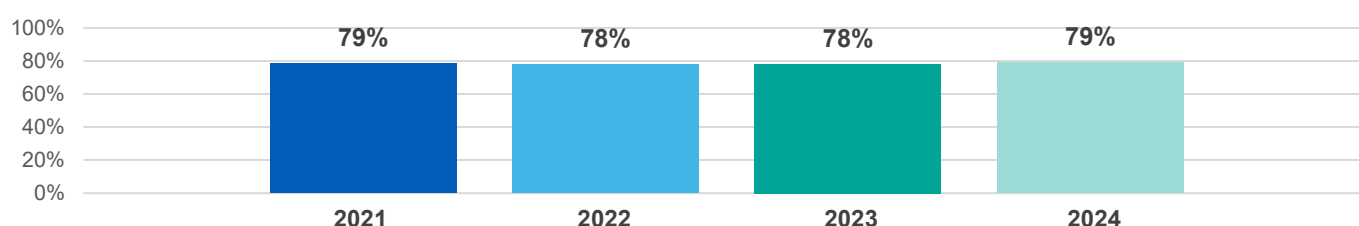


### SUPPORT FROM A MAIN CONTACT PERSON

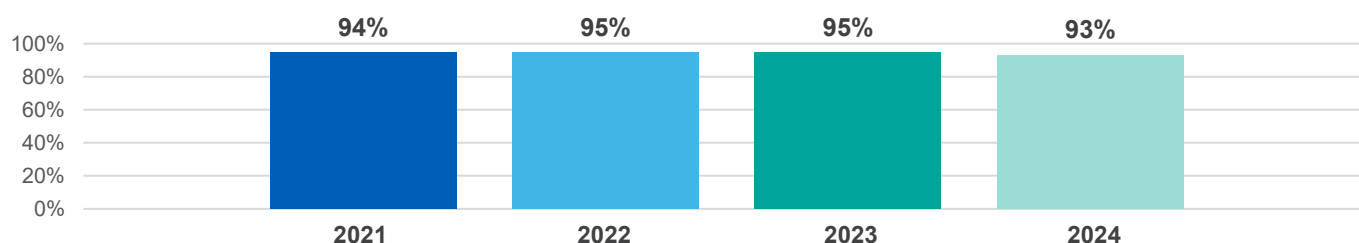
Q17. Patient had a main point of contact within the care team



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

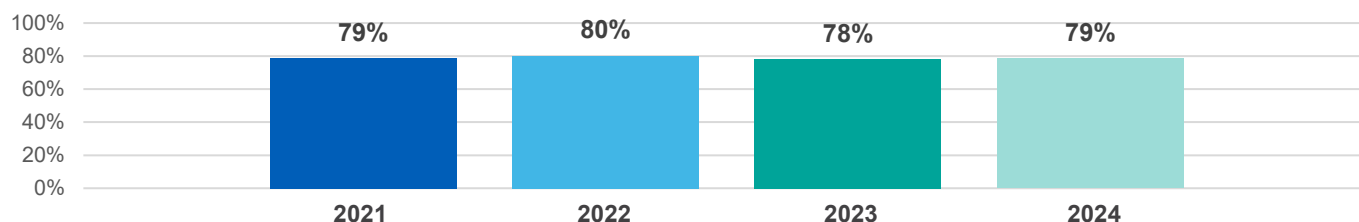
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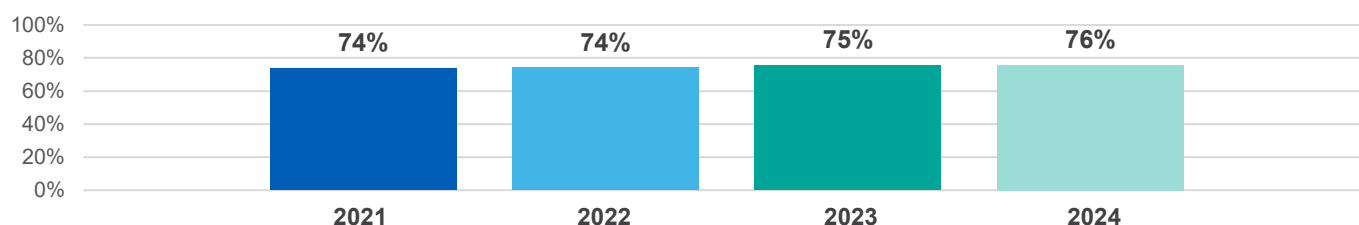
The scores are unadjusted and based on England scores only.

### DECIDING ON THE BEST TREATMENT

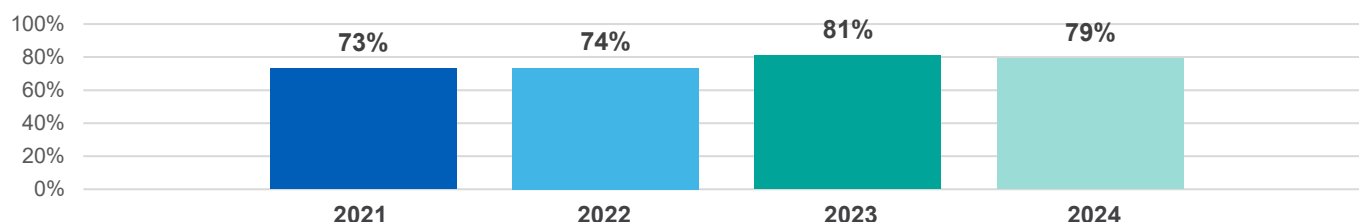
Q20. Treatment options were explained in a way the patient could completely understand



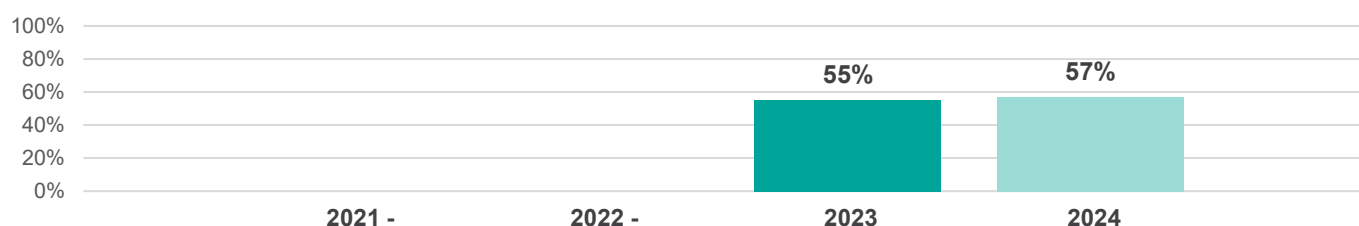
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

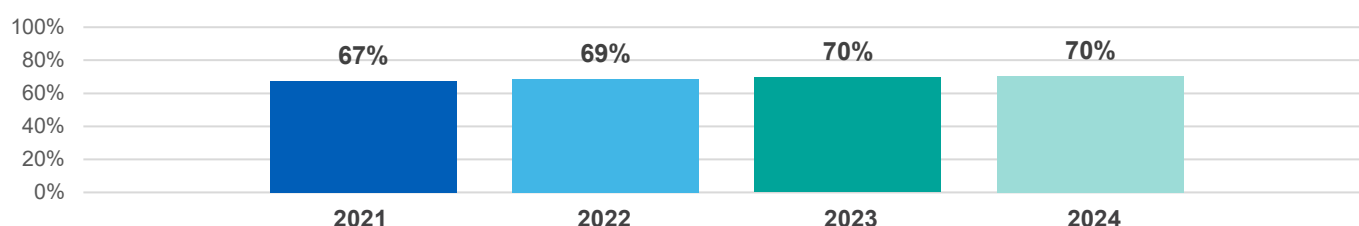


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



### CARE PLANNING

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



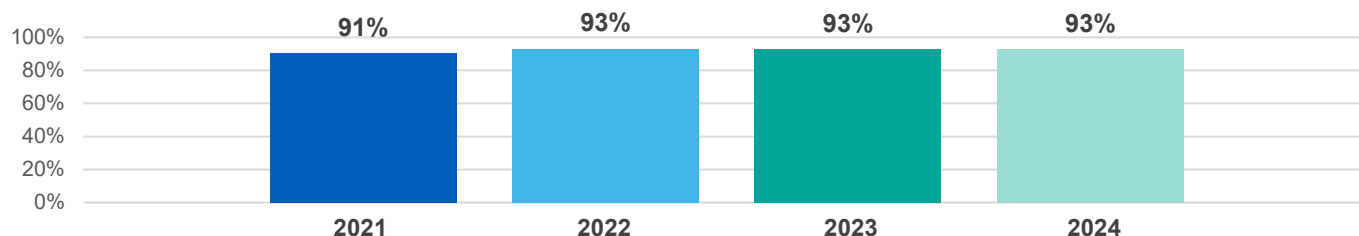
## Year on year charts

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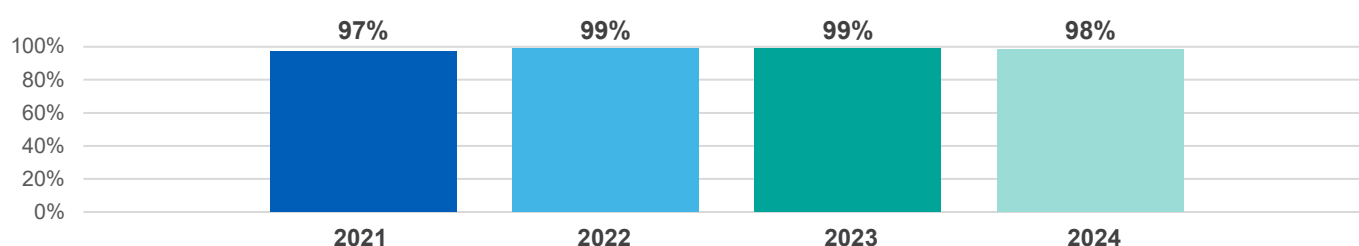
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The scores are unadjusted and based on England scores only.

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

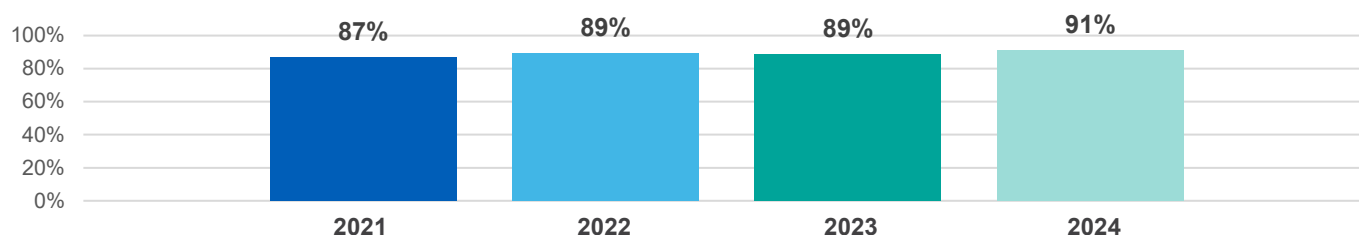


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

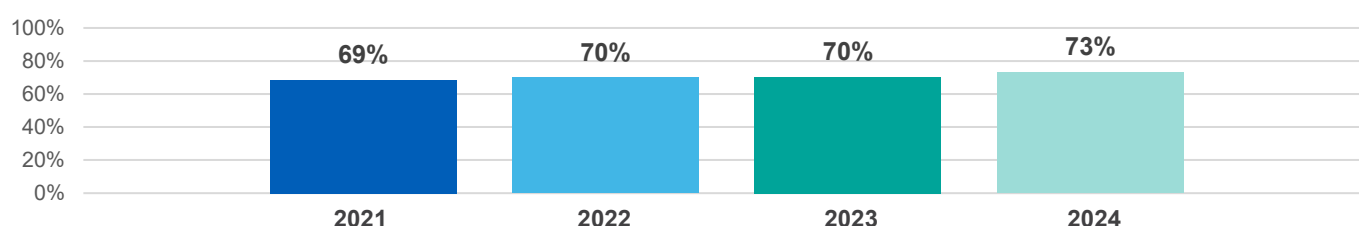


### SUPPORT FROM HOSPITAL STAFF

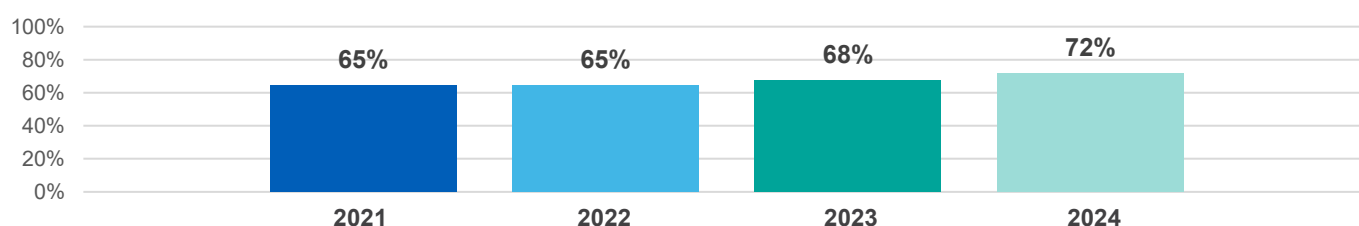
Q27. Staff provided the patient with relevant information on available support



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

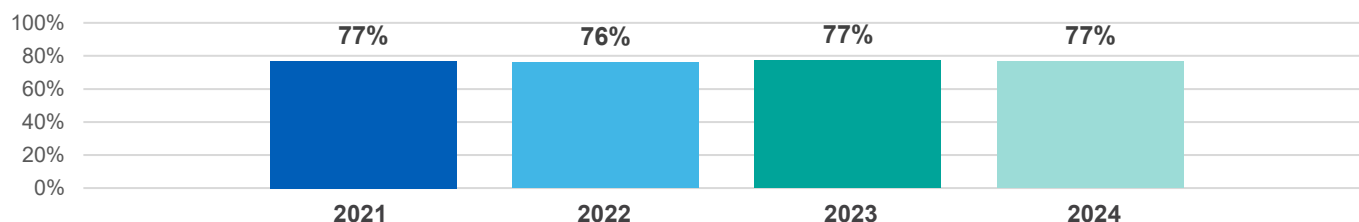
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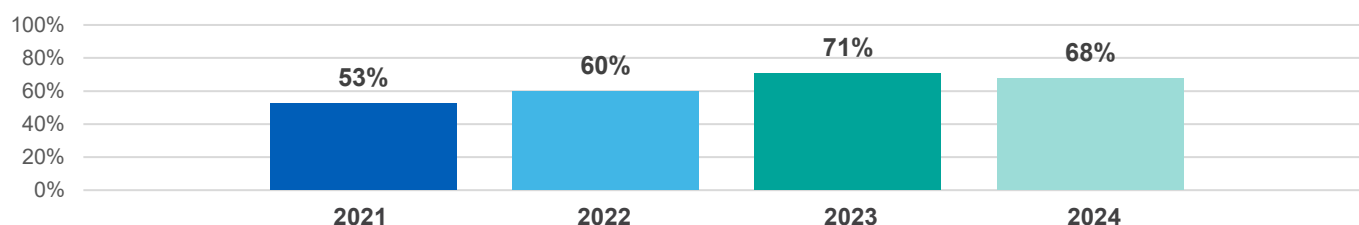
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### HOSPITAL CARE

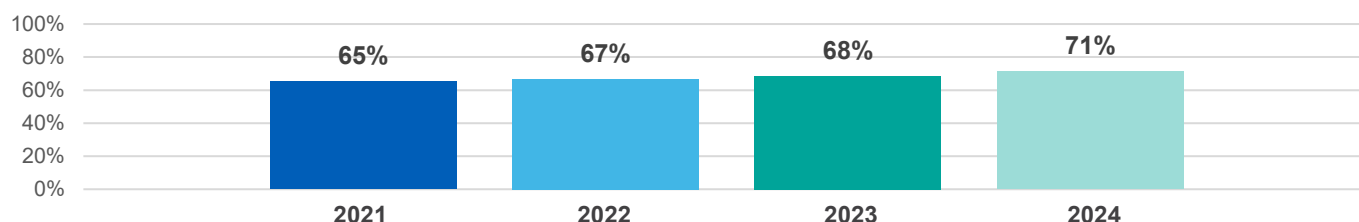
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



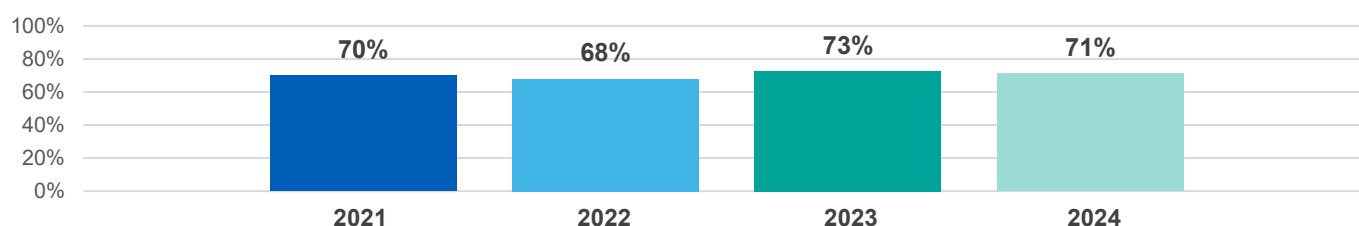
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



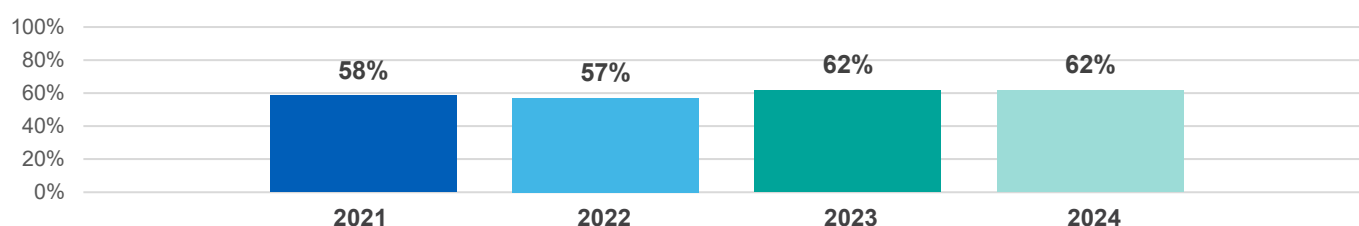
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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





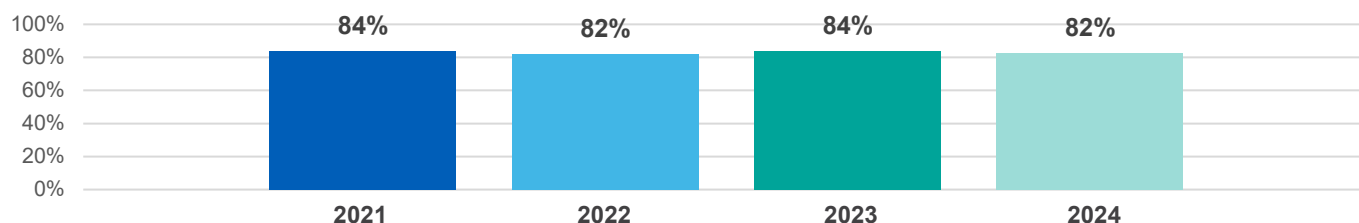
## Year on year charts

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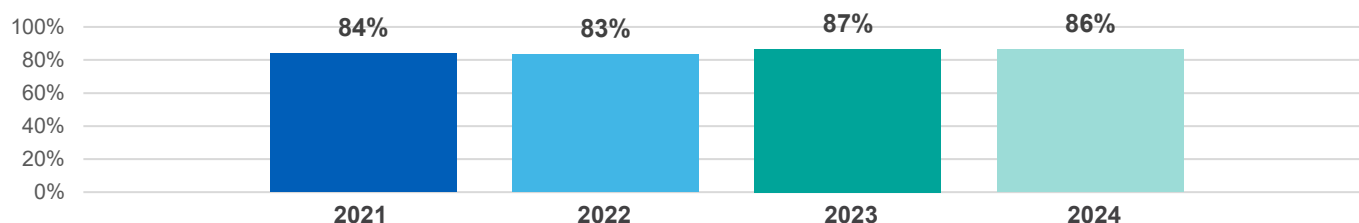
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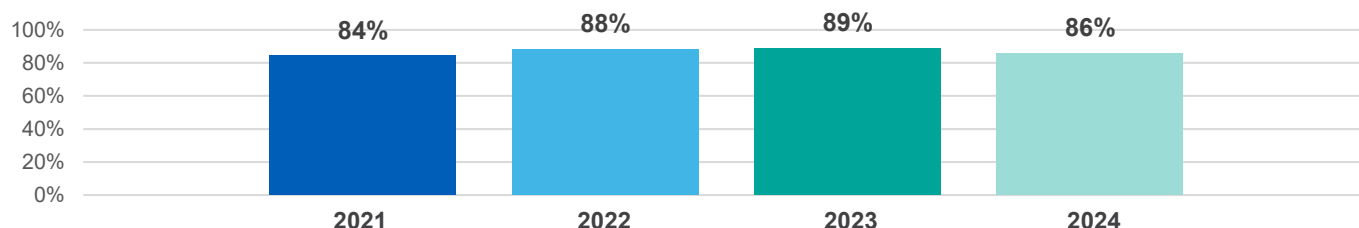
Q36. Hospital staff always did everything they could to help the patient control pain



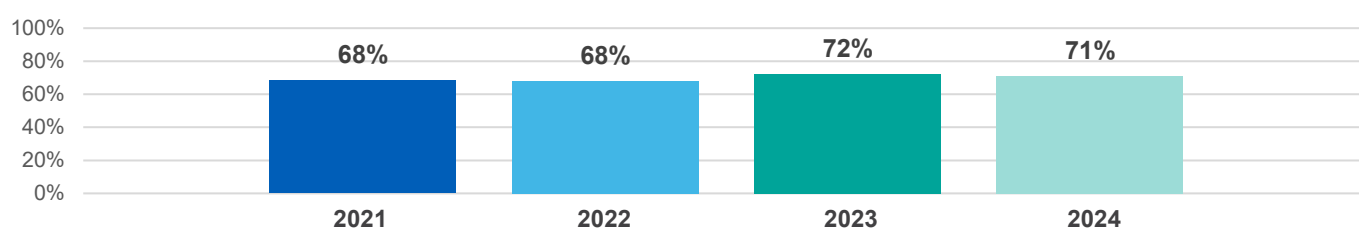
Q37. Patient was always treated with respect and dignity while in hospital



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

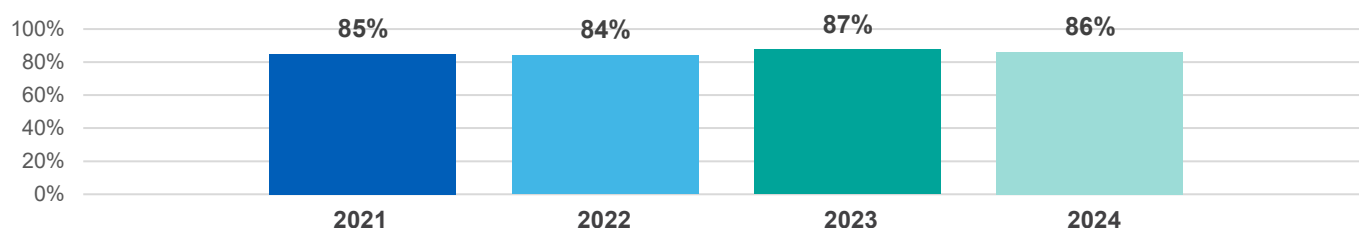


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



## YOUR TREATMENT

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



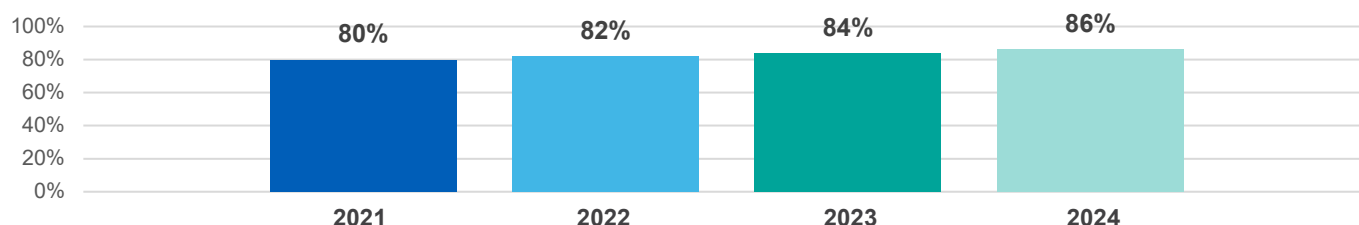
## Year on year charts

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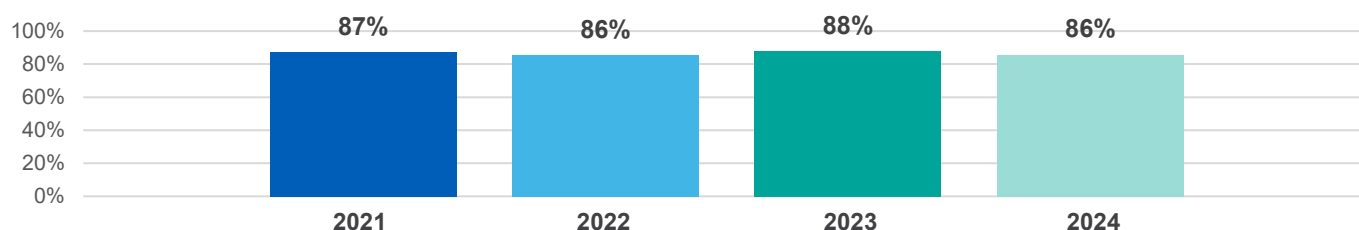
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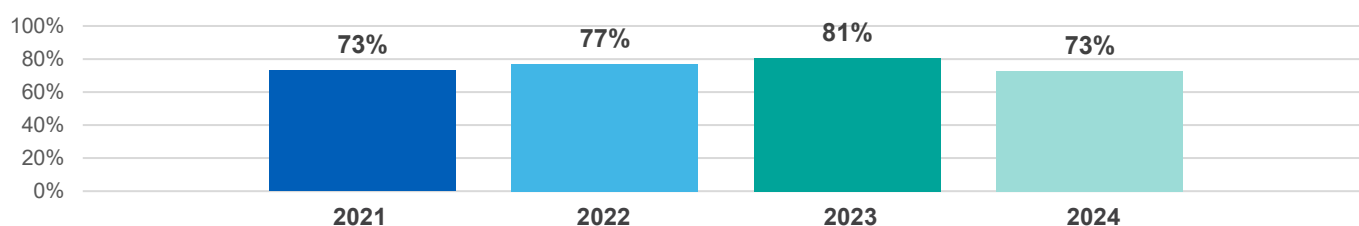
Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy



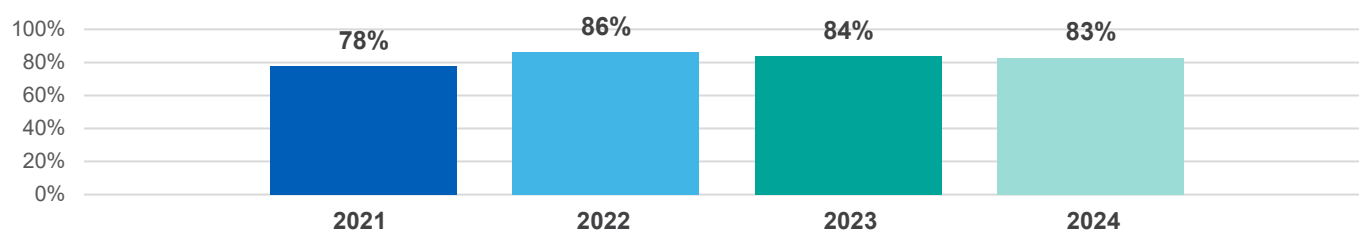
Q41\_3. Beforehand patient completely had enough understandable information about radiotherapy



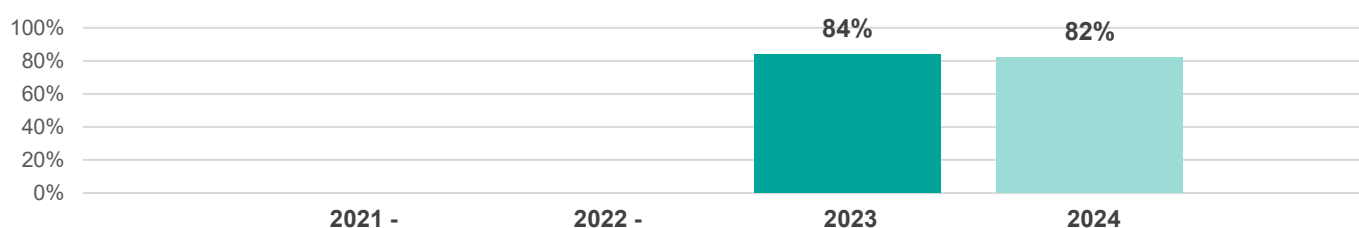
Q41\_4. Beforehand patient completely had enough understandable information about hormone therapy



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



Q42\_1. Patient completely had enough understandable information about their response to surgery



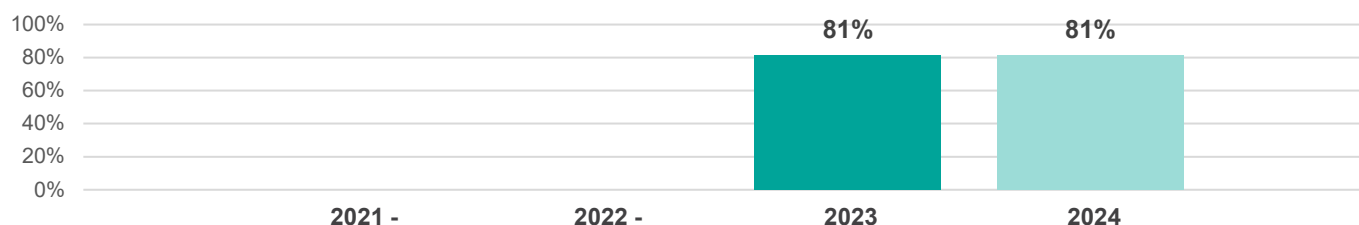
## Year on year charts

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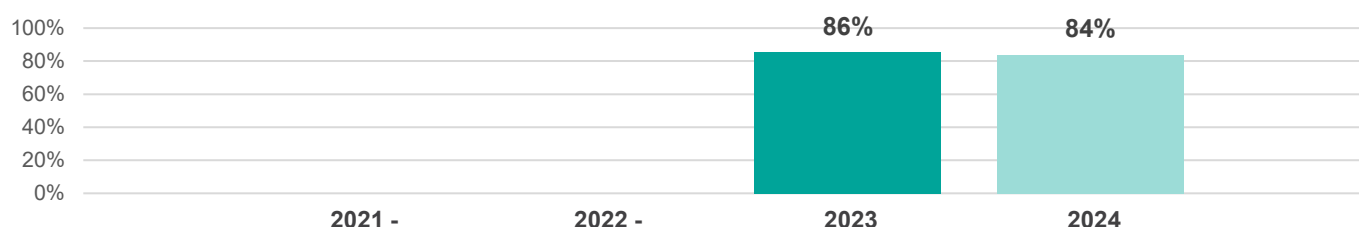
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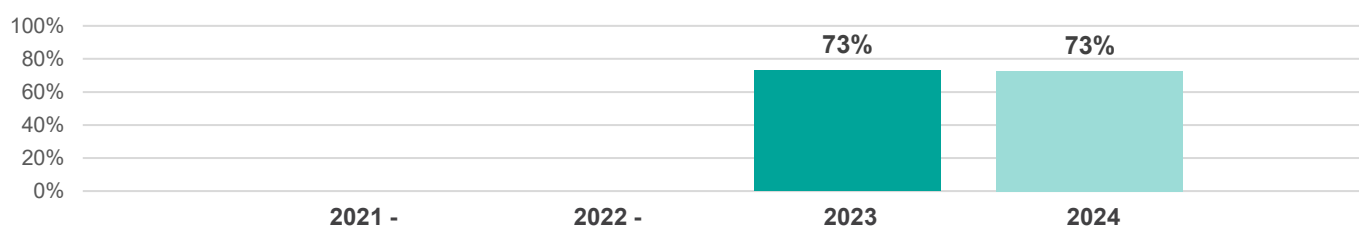
Q42\_2. Patient completely had enough understandable information about their response to chemotherapy



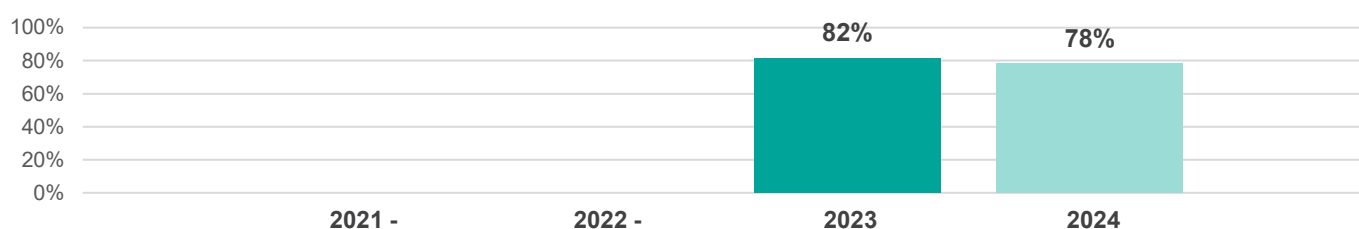
Q42\_3. Patient completely had enough understandable information about their response to radiotherapy



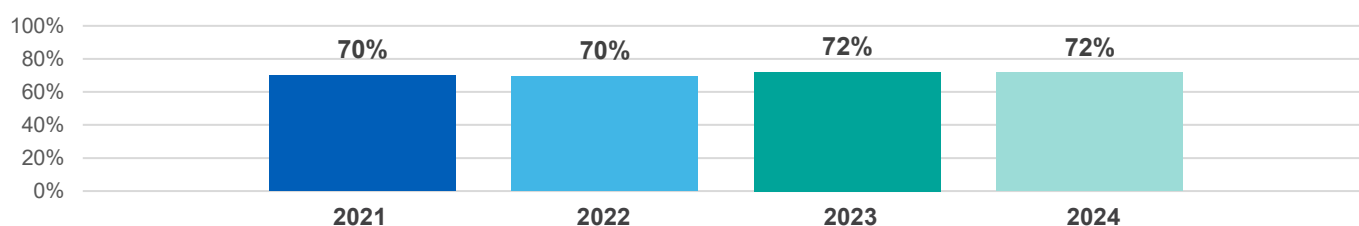
Q42\_4. Patient completely had enough understandable information about their response to hormone therapy



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

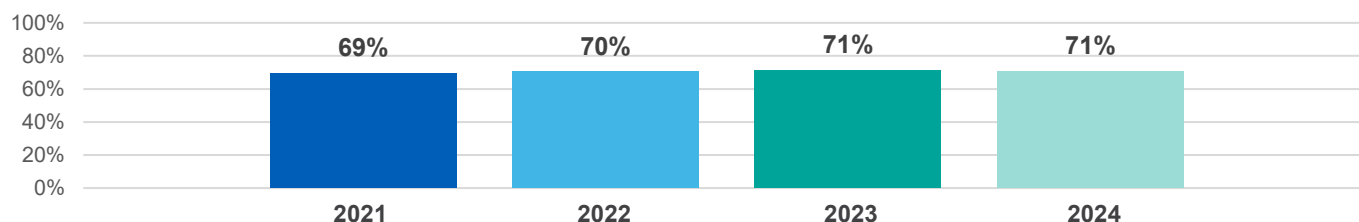
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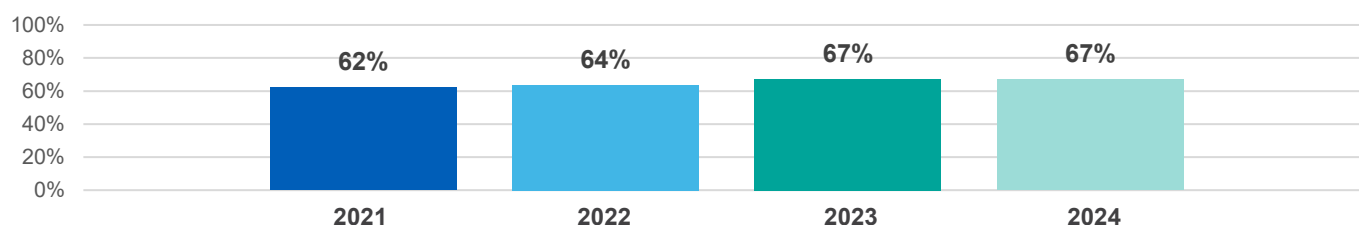
The scores are unadjusted and based on England scores only.

### IMMEDIATE AND LONG-TERM SIDE EFFECTS

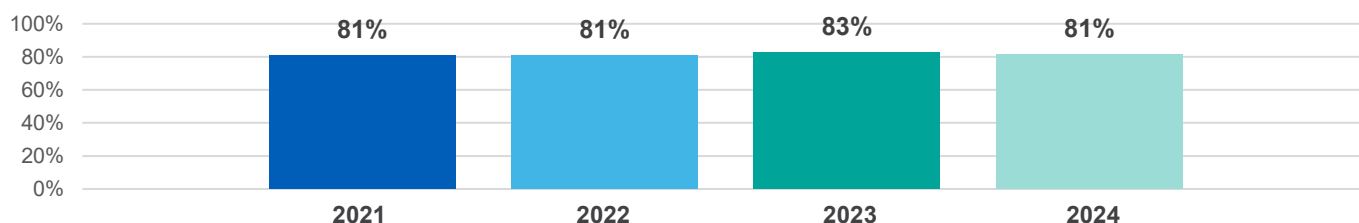
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



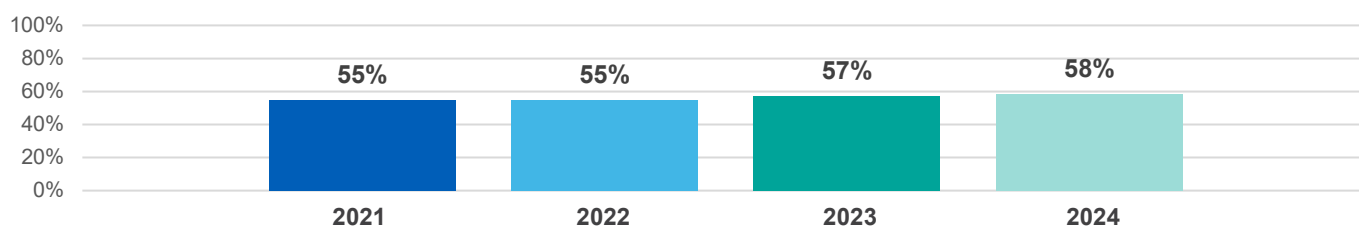
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



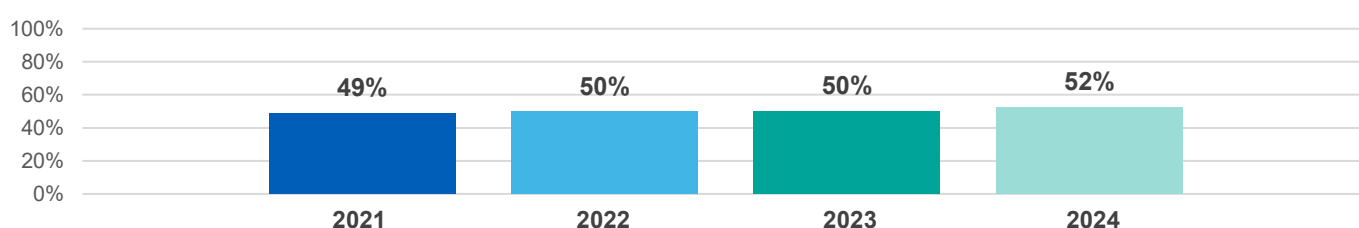
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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

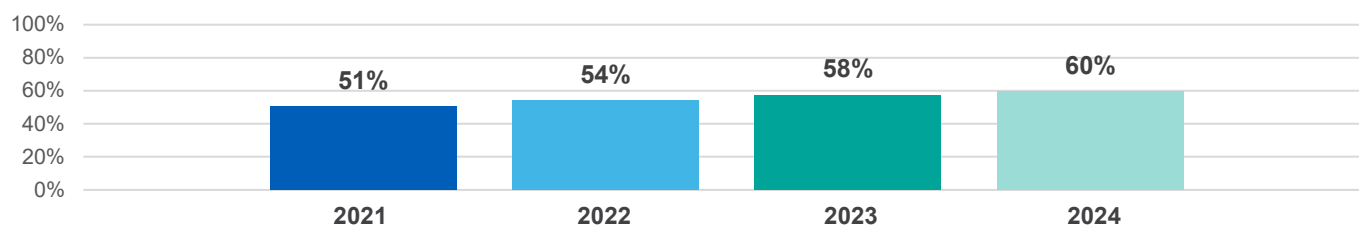
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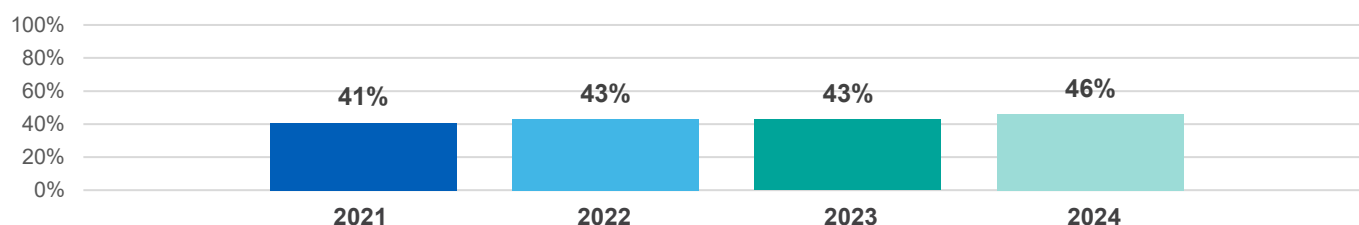
The scores are unadjusted and based on England scores only.

### SUPPORT WHILE AT HOME

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

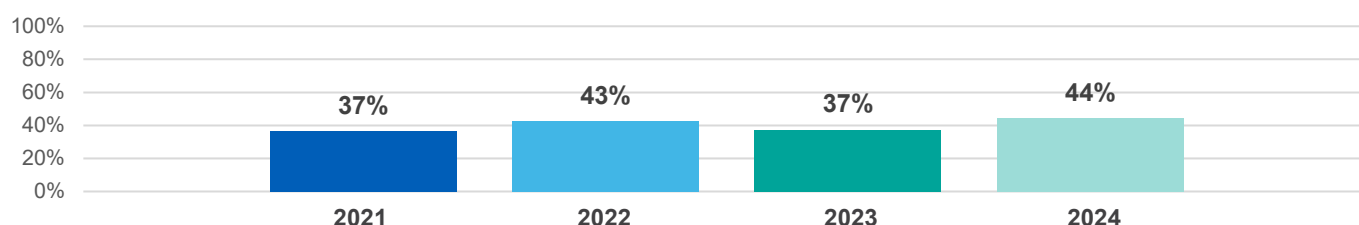


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

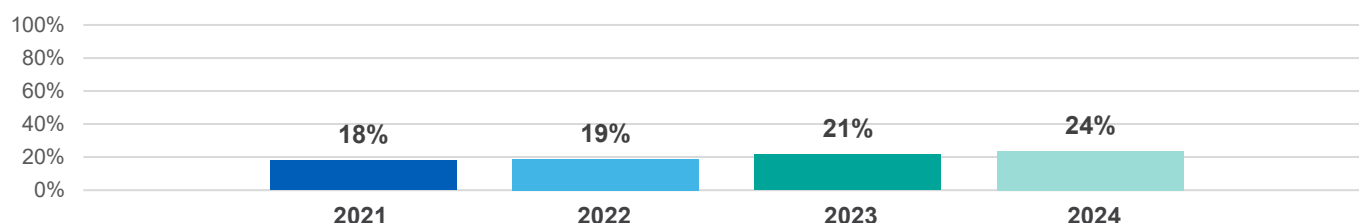


### CARE FROM YOUR GP PRACTICE

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

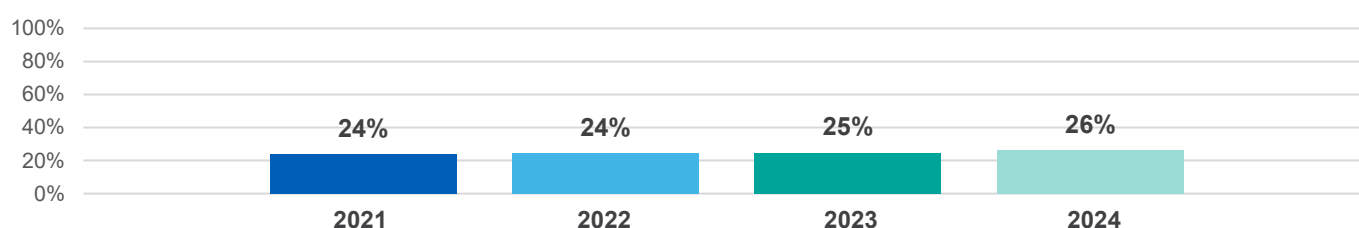


Q52. Patient has had a review of cancer care by GP practice



### LIVING WITH AND BEYOND CANCER

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



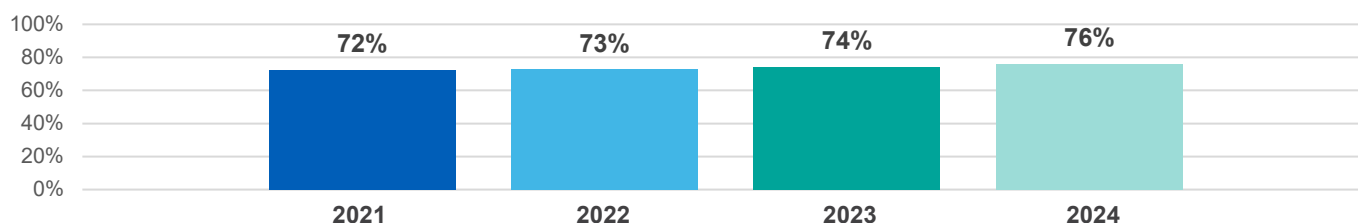
## Year on year charts

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

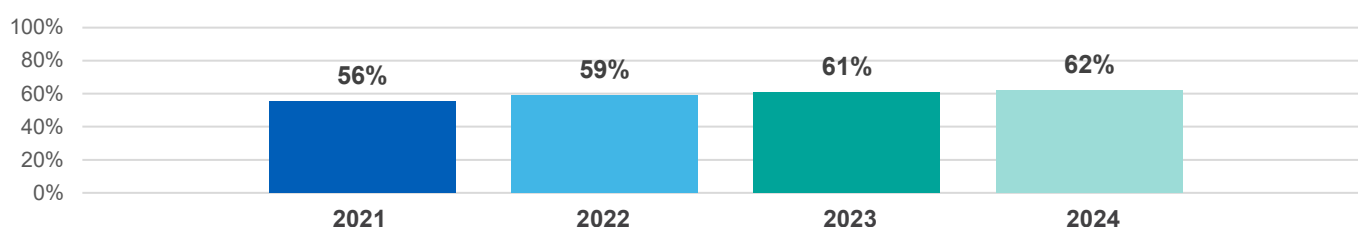
- No score available.

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

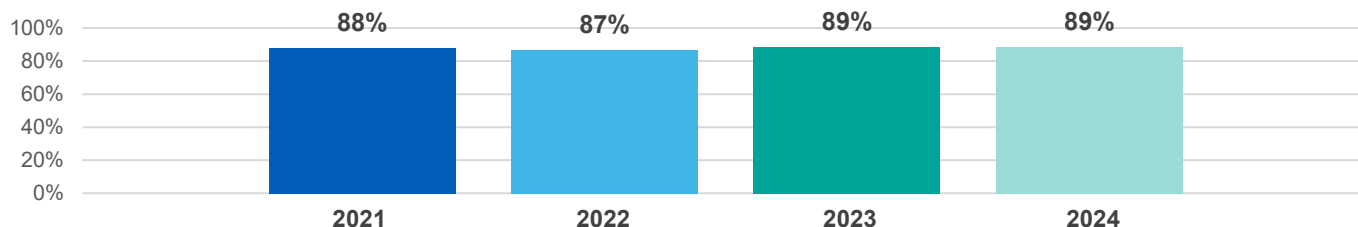


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

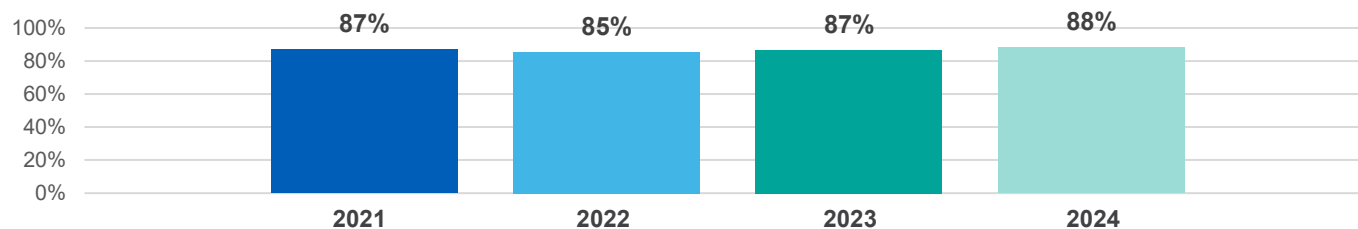


### YOUR OVERALL NHS CARE

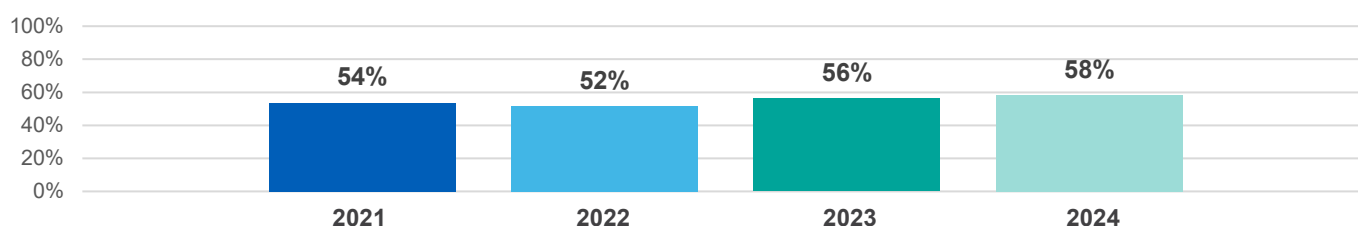
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



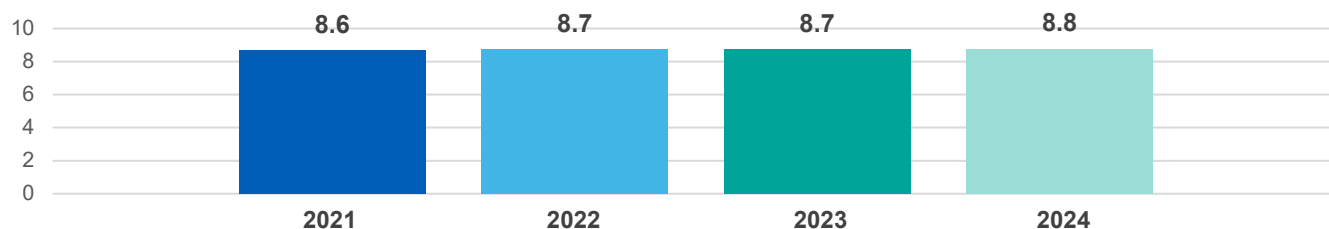
## Year on year charts

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

- No score available.

The scores are unadjusted and based on England scores only.

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



## Trust expected range summary

Data labels relate to the number of scores that fell below, within and above the expected range



Number of scores below the lower expected range



Number of scores between the upper and lower expected ranges



Number of scores above the upper expected range

Trust		Expected range classification	
RP6	Moorfields Eye Hospital NHS Foundation Trust	2	49
RKE	Whittington Health NHS Trust	3	57
RRV	University College London Hospitals NHS Foundation Trust	9	47
RAN	Royal National Orthopaedic Hospital NHS Trust	7	47
RAP	North Middlesex University Hospital NHS Trust	24	37
RAL	Royal Free London NHS Foundation Trust	37	24



ICB expected range summary

Data labels relate to the number of scores that fell below, within and above the expected range

Number of scores below the lower expected range

Number of scores between the upper and lower expected ranges

Number of scores above the upper expected range

ICB		Expected range classification	
QMJ	NHS North Central London Integrated Care Board	18	42