

# **National Cancer Patient Experience Survey**

2024 Results

**South East London Cancer Alliance**

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## Contents

<u>Executive summary</u> .....	<u>3</u>
<u>Introduction</u> .....	<u>5</u>
<u>Methodology</u> .....	<u>5</u>
<u>Understanding the results</u> .....	<u>7</u>
<u>Further information</u> .....	<u>8</u>
<u>Response rate</u> .....	<u>9</u>
<u>Expected range charts</u> .....	<u>11</u>
<u>Comparability tables</u> .....	<u>15</u>
<u>Tumour group tables</u> .....	<u>20</u>
<u>Age group tables</u> .....	<u>25</u>
<u>Which of the following best describes you</u> .....	<u>29</u>
<u>Ethnicity tables</u> .....	<u>34</u>
<u>IMD quintile tables</u> .....	<u>38</u>
<u>Long-term condition status tables</u> .....	<u>42</u>
<u>Number of long-term condition tables</u> .....	<u>46</u>
<u>Year on year charts</u> .....	<u>51</u>
<u>Expected range summary</u> .....	<u>64</u>

## 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	55%	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	80%	81%	86%	83%
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	80%	86%	83%
Q13. Patient was definitely told sensitively that they had cancer	72%	72%	78%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	84%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	81%	88%	85%
Q18. Patient found it very or quite easy to contact their main contact person	80%	81%	88%	85%
Q19. Patient found advice from main contact person was very or quite helpful	94%	94%	97%	96%
Q20. Treatment options were explained in a way the patient could completely understand	80%	80%	86%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	77%	84%	80%
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	69%	77%	73%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	98%	100%	99%
Q27. Staff provided the patient with relevant information on available support	89%	90%	95%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	74%	81%	78%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	76%	84%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	74%	85%	79%
Q51. Patient definitely received the right amount of support from their GP practice during treatment	39%	43%	53%	48%
Q52. Patient has had a review of cancer care by GP practice	19%	21%	26%	23%

## 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

1,431 patients responded out of a total of 3,311 patients, resulting in a response rate of 43%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	3,539	3,311	1,431	43%
National	135,429	127,021	64,055	50%

### Respondents by survey type

	Number of respondents
Paper	1,083
Online	346
Phone	2
Translation service	0
<b>Total</b>	<b>1,431</b>

### Respondents by tumour group

	Number of respondents
Brain / CNS	7
Breast	346
Colorectal / LGT	177
Gynaecological	91
Haematological	149
Head and neck	43
Lung	124
Prostate	185
Sarcoma	9
Skin	61
Upper gastro	63
Urological	82
Other	94
<b>Total</b>	<b>1,431</b>

## Respondents by ethnicity

	Number of respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	909
Irish	30
Gypsy or Irish Traveller	*
Roma	*
Any other White background	104
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	8
White and Black African	10
White and Asian	7
Any other Mixed / multiple ethnic background	9
<b>Asian or Asian British</b>	
Indian	19
Pakistani	*
Bangladeshi	5
Chinese	18
Any other Asian background	21
<b>Black / African / Caribbean / Black British</b>	
African	85
Caribbean	69
Any other Black / African / Caribbean background	8
<b>Other Ethnic Group</b>	
Arab	*
Any other ethnic group	10
<b>Not given</b>	
Not given	109
<b>Total</b>	<b>1,431</b>

## Expected range charts

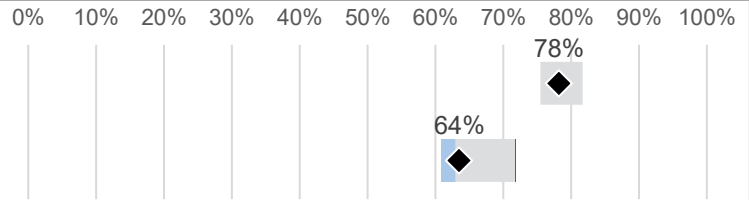
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

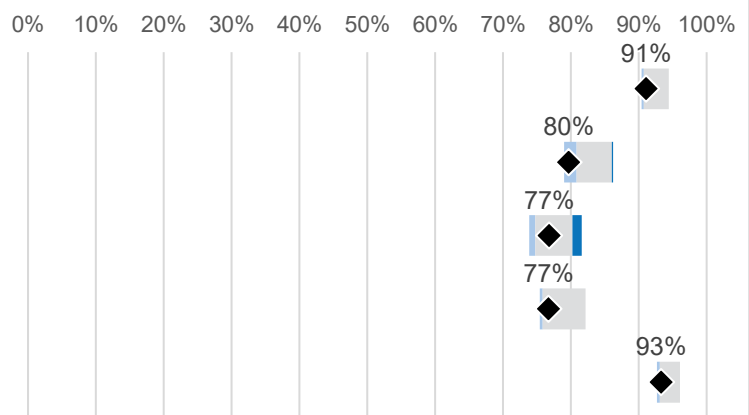
Q5. Patient received all the information needed about the diagnostic test in advance

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

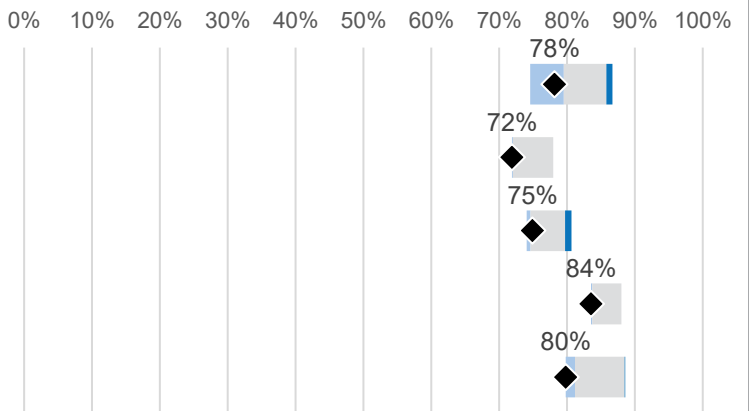
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

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

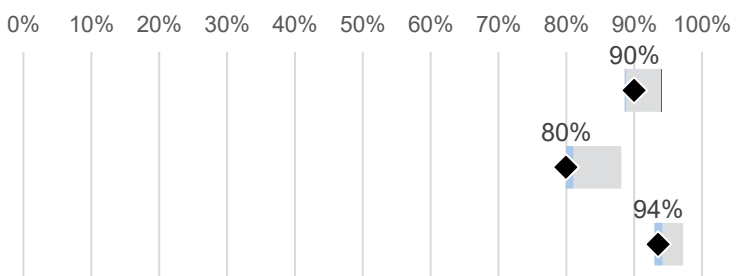


### SUPPORT FROM A MAIN CONTACT PERSON

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

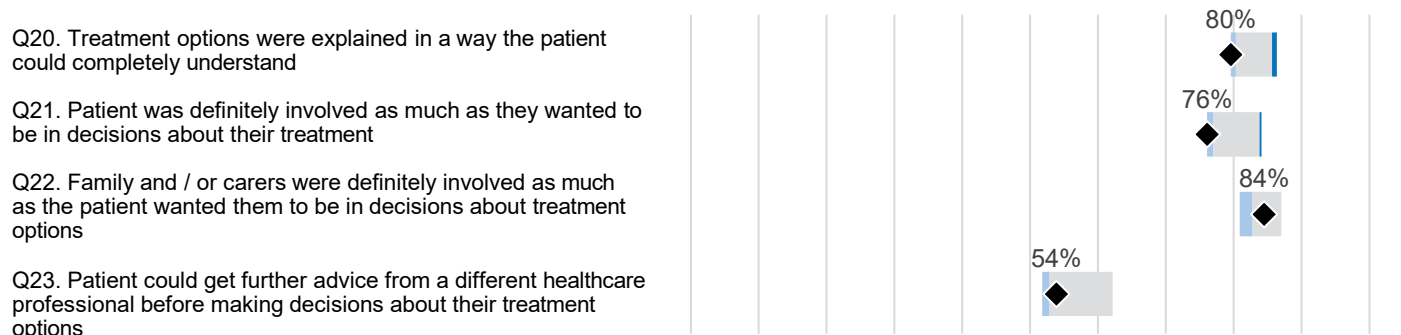


## Expected range charts

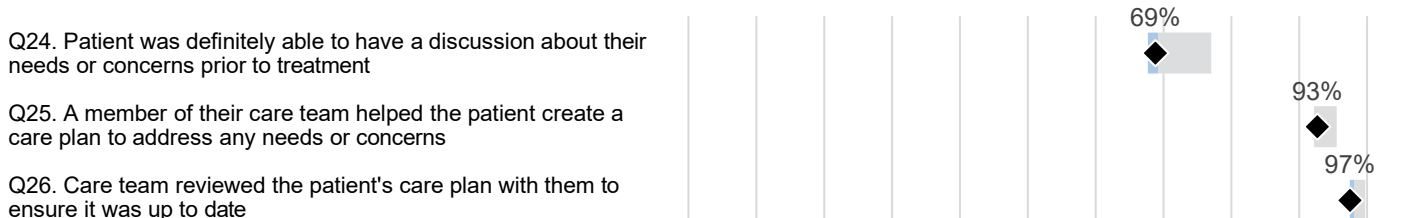
Lower expected range Within expected range Upper expected range Case mix adjusted score

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.

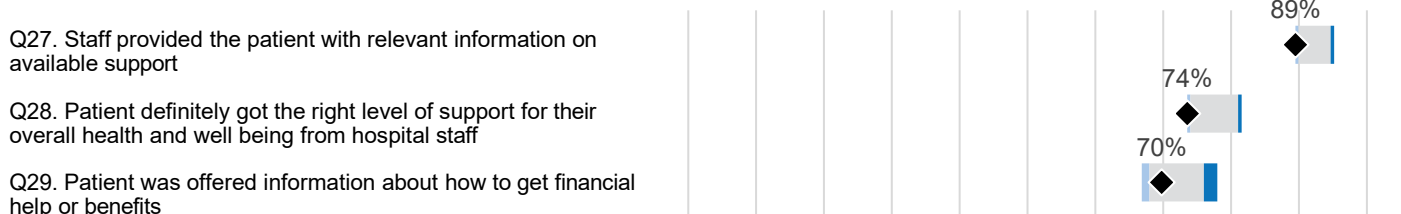
### DECIDING ON THE BEST TREATMENT



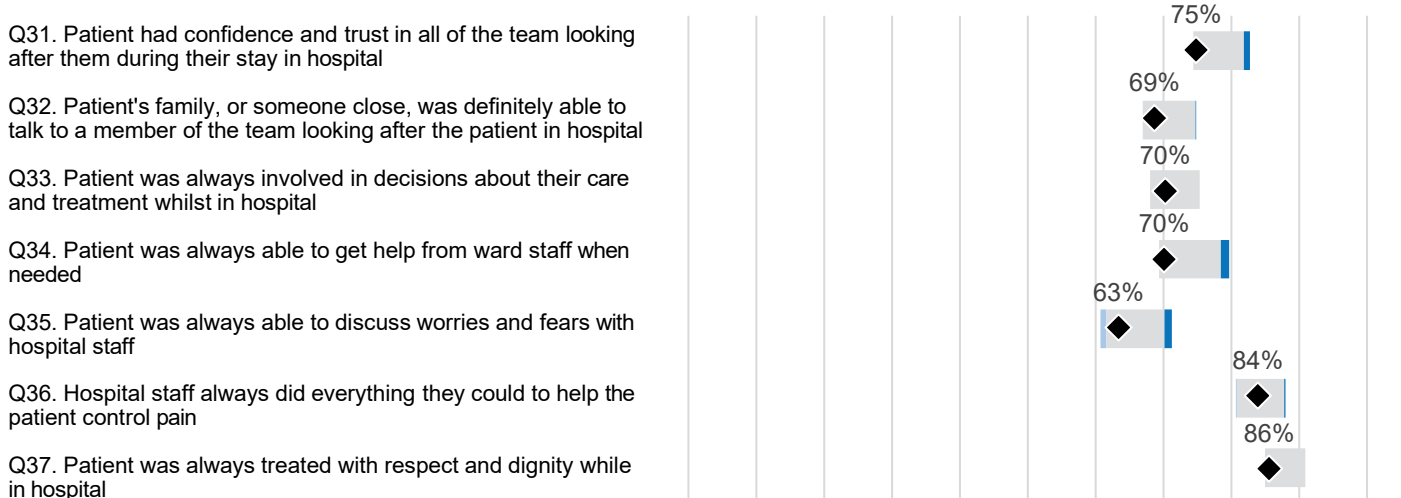
### CARE PLANNING



### SUPPORT FROM HOSPITAL STAFF



### HOSPITAL CARE



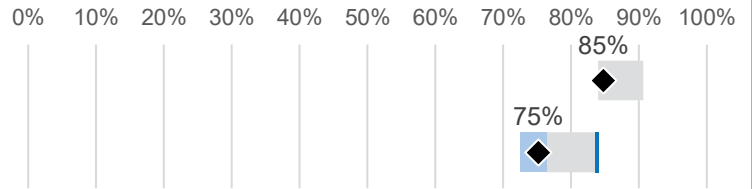
## Expected range charts

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

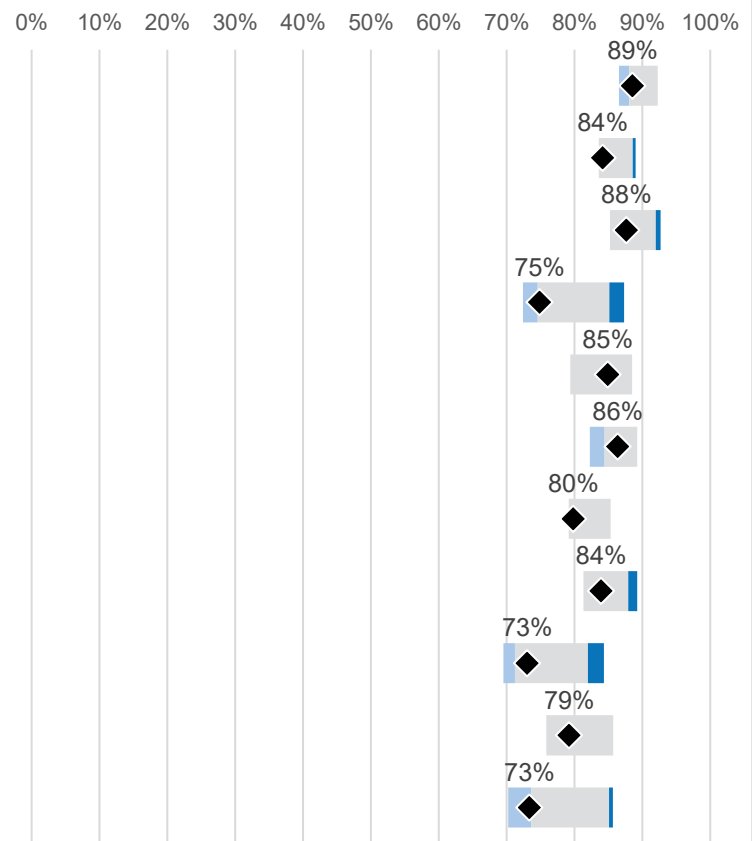
Q42\_2. Patient completely had enough understandable information about their response to chemotherapy

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

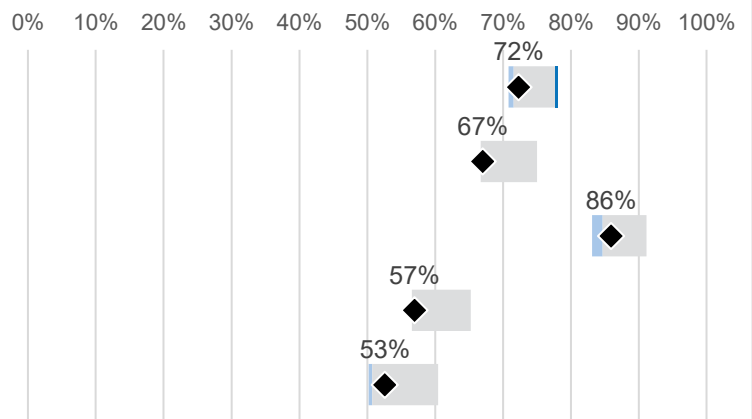
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

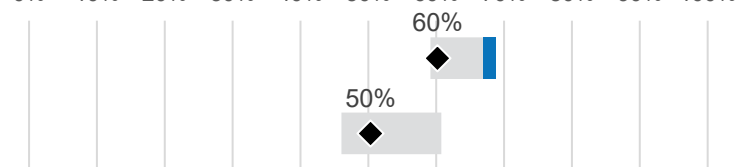
The left outer edge of the bars is the lowest score achieved of all alliances. The right outer edge of the bars is the highest score achieved of all alliances.

### SUPPORT WHILE AT HOME

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

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

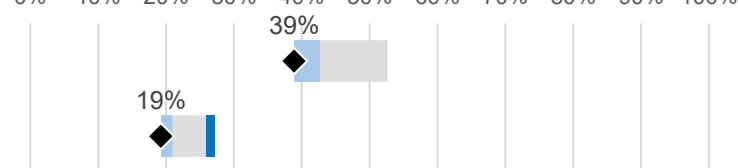


### CARE FROM YOUR GP PRACTICE

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

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



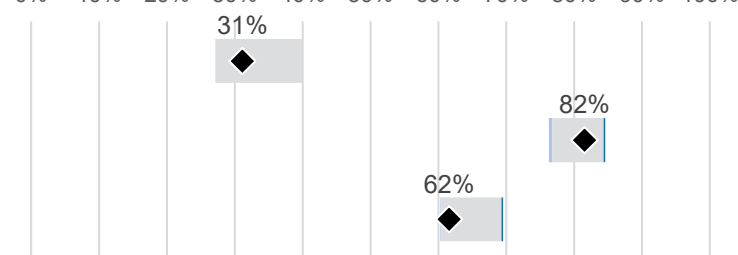
### LIVING WITH AND BEYOND CANCER

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

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

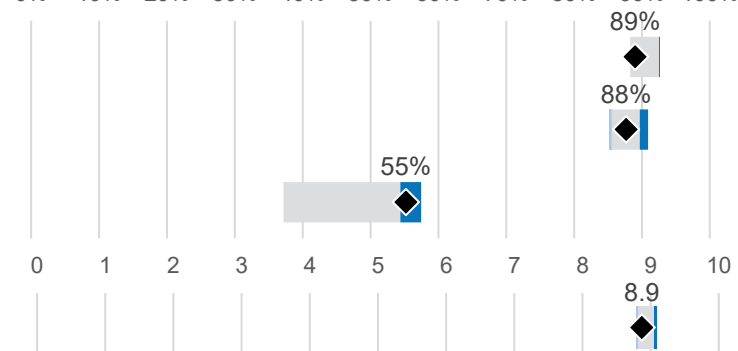
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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	666	76%	662	78%			78%	75%	82%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	879	61%	876	64%		▲	64%	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	1118	91%	1144	91%			91%	91%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1184	79%	1193	79%			80%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1191	78%	1195	76%		▼	77%	75%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	1193	74%	1208	76%			77%	76%	82%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1192	93%	1208	93%			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	1300	76%	1287	78%		▲	78%	80%	86%	83%
Q13. Patient was definitely told sensitively that they had cancer	1411	72%	1410	72%			72%	72%	78%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1432	74%	1409	75%			75%	75%	80%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1422	85%	1407	84%			84%	84%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	1247	81%	1237	81%			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	1390	90%	1368	90%		▼	90%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	1144	78%	1134	79%			80%	81%	88%	85%
Q19. Patient found advice from main contact person was very or quite helpful	1187	94%	1185	94%			94%	94%	97%	96%

## 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

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	1351	80%	1323	79%			80%	80%	86%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1408	76%	1394	75%			76%	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	1172	81%	1178	84%		▲	84%	83%	87%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	823	51%	823	54%			54%	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	1299	67%	1283	69%			69%	69%	77%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	775	93%	796	92%			93%	92%	96%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	599	97%	622	97%			97%	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	1210	89%	1197	90%		▲	89%	90%	95%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1416	72%	1402	73%			74%	74%	81%	78%
Q29. Patient was offered information about how to get financial help or benefits	824	69%	814	70%			70%	68%	76%	72%

## Comparability tables

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- 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	629	76%	625	75%			75%	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	507	68%	522	70%		▲	69%	67%	75%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	616	67%	611	70%			70%	68%	75%	72%
Q34. Patient was always able to get help from ward staff when needed	614	71%	613	71%			70%	69%	78%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	599	61%	594	63%			63%	62%	70%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	538	83%	562	83%			84%	81%	88%	84%
Q37. Patient was always treated with respect and dignity while in hospital	629	86%	625	85%			86%	85%	91%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	605	87%	604	85%		▼	85%	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	1258	72%	1257	74%			75%	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	739	88%	766	88%			89%	88%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	716	86%	737	84%			84%	84%	89%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	401	89%	459	88%			88%	85%	92%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	227	74%	249	76%			75%	75%	85%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	229	80%	248	84%			85%	79%	89%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	730	80%	759	86%	▲		86%	84%	89%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	715	79%	739	80%			80%	79%	85%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	400	86%	458	84%			84%	81%	88%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	225	73%	240	73%			73%	71%	82%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	224	76%	245	79%			79%	76%	86%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1356	68%	1385	72%			73%	74%	85%	79%

## Comparability tables

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▲ 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	1346	72%	1354	73%			72%	72%	78%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1268	65%	1299	67%			67%	67%	75%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1010	82%	1073	85%	▲		86%	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	1274	56%	1294	58%			57%	57%	65%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1110	49%	1142	53%			53%	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	910	57%	997	60%			60%	59%	67%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	600	47%	608	49%			50%	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	759	39%	791	39%			39%	43%	53%	48%
Q52. Patient has had a review of cancer care by GP practice	1334	21%	1316	21%		▲	19%	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	31%	386	30%			31%	27%	40%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	666	73%	667	81%	▲		82%	77%	84%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1087	58%	1092	60%			62%	60%	69%	65%

## Comparability tables

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▲ or ▼

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 Adjusted score below lower expected range  
 Adjusted score between upper and lower expected ranges  
 Adjusted score above upper expected range

YOUR 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	1317	88%	1339	89%			89%	88%	93%	90%
Q57. Administration of care was very good or good	1404	82%	1394	88%	▲		88%	86%	90%	88%
Q58. Cancer research opportunities were discussed with patient	900	54%	864	56%			55%	37%	54%	46%
Q59. Patient's average rating of care scored from very poor to very good	1374	8.7	1362	8.8	▲		8.9	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	*	89%	73%	69%	67%	87%	70%	78%	*	86%	67%	83%	66%	78%										
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	74%	60%	68%	59%	59%	47%	59%	*	80%	63%	59%	58%	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	*	90%	95%	86%	94%	85%	88%	90%	*	96%	91%	94%	90%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	81%	79%	73%	73%	70%	77%	80%	*	88%	75%	90%	77%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	70%	77%	74%	83%	78%	80%	75%	*	84%	71%	93%	72%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	79%	78%	71%	72%	81%	76%	72%	*	94%	69%	81%	66%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	94%	93%	91%	92%	89%	93%	95%	*	94%	92%	89%	94%	93%

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	*	85%	83%	70%	73%	77%	79%	73%	*	79%	78%	76%	70%	78%
Q13. Patient was definitely told sensitively that they had cancer	*	76%	76%	73%	68%	60%	72%	67%	*	84%	74%	66%	68%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	79%	78%	67%	68%	79%	77%	70%	*	92%	78%	72%	66%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	88%	83%	81%	81%	86%	86%	81%	*	95%	77%	88%	79%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	87%	83%	70%	83%	74%	82%	81%	*	83%	84%	64%	69%	81%

## Tumour group tables

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SUPPORT FROM A MAIN CONTACT PERSON														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q17. Patient had a main point of contact within the care team	*	91%	96%	94%	97%	86%	90%	86%	*	85%	92%	85%	83%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	77%	82%	83%	81%	78%	85%	72%	*	78%	83%	76%	84%	79%
Q19. Patient found advice from main contact person was very or quite helpful	*	91%	96%	98%	96%	88%	93%	92%	*	88%	93%	97%	97%	94%

DECIDING ON THE BEST TREATMENT														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q20. Treatment options were explained in a way the patient could completely understand	*	77%	82%	76%	74%	81%	83%	78%	*	88%	82%	78%	79%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	76%	78%	67%	71%	62%	81%	76%	*	90%	76%	77%	74%	75%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	84%	85%	77%	80%	79%	87%	80%	*	92%	89%	86%	79%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	54%	57%	45%	54%	64%	58%	54%	*	52%	63%	46%	48%	54%

CARE PLANNING														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	68%	78%	63%	67%	68%	71%	67%	*	82%	60%	69%	60%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	88%	94%	95%	96%	92%	91%	92%	*	96%	88%	94%	96%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	92%	99%	98%	100%	100%	100%	96%	*	100%	100%	100%	98%	97%

SUPPORT FROM HOSPITAL STAFF														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q27. Staff provided the patient with relevant information on available support	*	91%	91%	87%	91%	89%	89%	92%	*	88%	83%	89%	87%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	68%	74%	68%	78%	71%	73%	70%	*	80%	78%	77%	79%	73%
Q29. Patient was offered information about how to get financial help or benefits	*	72%	72%	60%	79%	52%	75%	63%	*	50%	79%	59%	68%	70%

## Tumour group tables

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	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	*	71%	77%	74%	69%	66%	80%	85%	*	*	63%	81%	65%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	62%	67%	60%	77%	76%	76%	74%	*	*	70%	68%	67%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	68%	69%	70%	64%	76%	69%	78%	*	*	63%	68%	77%	70%
Q34. Patient was always able to get help from ward staff when needed	*	68%	76%	71%	65%	64%	81%	71%	*	*	68%	72%	60%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	58%	65%	58%	63%	72%	68%	72%	*	*	66%	60%	51%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	81%	83%	88%	77%	72%	88%	93%	*	*	77%	85%	80%	83%
Q37. Patient was always treated with respect and dignity while in hospital	*	83%	80%	87%	90%	83%	93%	90%	*	*	90%	79%	84%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	83%	86%	88%	83%	90%	88%	83%	*	*	89%	85%	81%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	71%	78%	68%	80%	80%	78%	75%	*	85%	69%	73%	63%	74%

	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	*	89%	89%	93%	83%	77%	92%	87%	*	94%	83%	86%	89%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	86%	90%	85%	85%	86%	86%	76%	*	*	83%	76%	77%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	89%	91%	91%	88%	81%	83%	86%	*	*	83%	*	86%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	75%	*	*	*	*	*	83%	*	*	*	*	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	81%	*	64%	83%	*	88%	*	*	91%	*	90%	88%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	86%	87%	88%	89%	81%	86%	85%	*	94%	82%	81%	89%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	81%	82%	78%	82%	86%	82%	78%	*	*	75%	65%	73%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	86%	78%	86%	87%	81%	84%	74%	*	*	92%	*	77%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	72%	*	*	*	*	*	78%	*	*	*	*	*	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	73%	80%	71%	76%	*	81%	*	*	76%	90%	95%	81%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	68%	78%	72%	65%	83%	72%	78%	*	75%	71%	81%	67%	72%

## 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
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	74%	82%	67%	72%	71%	66%	73%	*	81%	70%	69%	66%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	68%	71%	61%	67%	76%	65%	68%	*	65%	62%	68%	65%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	84%	85%	79%	89%	87%	83%	83%	*	95%	92%	84%	90%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	57%	61%	53%	57%	69%	49%	65%	*	64%	58%	54%	54%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	49%	55%	42%	57%	61%	52%	54%	*	68%	54%	61%	46%

	Tumour group												
	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	*	57%	64%	48%	55%	73%	60%	53%	*	75%	73%	63%	66%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	52%	51%	38%	57%	48%	34%	38%	*	83%	47%	50%	64%

	Tumour group												
	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	*	40%	46%	29%	34%	36%	30%	39%	*	58%	42%	49%	29%
Q52. Patient has had a review of cancer care by GP practice	*	22%	16%	15%	22%	13%	18%	20%	*	25%	24%	21%	25%

## 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	*	32%	35%	24%	37%	50%	16%	15%	*	*	35%	21%	37%	30%															
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	78%	84%	70%	78%	96%	79%	84%	*	81%	83%	74%	91%	81%															
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	57%	66%	37%	73%	62%	54%	54%	*	67%	67%	62%	65%	60%															

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	*	91%	90%	80%	91%	95%	93%	87%	*	88%	88%	88%	86%	89%															
Q57. Administration of care was very good or good	*	88%	88%	89%	91%	90%	89%	89%	*	89%	88%	82%	86%	88%															
Q58. Cancer research opportunities were discussed with patient	*	50%	55%	56%	58%	44%	58%	64%	*	58%	65%	49%	54%	56%															
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	8.8	8.9	8.9	9.1	9.0	8.7	*	9.1	8.6	8.8	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	*	50%	72%	69%	74%	83%	82%	90%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	46%	68%	65%	68%	64%	61%	56%	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	*	88%	82%	87%	92%	92%	93%	81%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	73%	73%	78%	77%	80%	79%	83%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	71%	55%	60%	74%	80%	84%	84%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	53%	64%	72%	75%	80%	76%	79%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	82%	87%	91%	92%	95%	94%	95%	93%

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	*	44%	67%	73%	75%	80%	83%	86%	78%
Q13. Patient was definitely told sensitively that they had cancer	*	47%	72%	64%	72%	71%	77%	81%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	32%	70%	75%	77%	76%	73%	79%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	58%	77%	79%	84%	85%	86%	94%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	65%	85%	85%	84%	81%	77%	68%	81%

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%	88%	85%	92%	92%	90%	85%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	81%	84%	73%	80%	77%	85%	68%	79%
Q19. Patient found advice from main contact person was very or quite helpful	*	81%	93%	93%	95%	92%	94%	96%	94%

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	*	81%	68%	77%	79%	81%	79%	74%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	68%	65%	76%	74%	76%	76%	85%	75%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	84%	81%	81%	82%	82%	86%	93%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	61%	59%	55%	56%	48%	45%	54%

## 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	*	56%	75%	69%	70%	69%	67%	69%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	92%	92%	89%	94%	90%	94%	96%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	93%	97%	95%	98%	99%	96%	97%

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%	96%	87%	91%	92%	88%	80%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	58%	63%	68%	71%	74%	76%	83%	73%
Q29. Patient was offered information about how to get financial help or benefits	*	86%	81%	70%	72%	70%	66%	44%	70%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	36%	59%	71%	72%	73%	85%	88%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	82%	71%	58%	70%	72%	69%	73%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	64%	56%	68%	72%	72%	70%	73%	70%
Q34. Patient was always able to get help from ward staff when needed	*	55%	67%	71%	68%	69%	80%	69%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	64%	46%	64%	61%	65%	69%	53%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	64%	80%	88%	79%	86%	86%	92%	83%
Q37. Patient was always treated with respect and dignity while in hospital	*	73%	81%	84%	82%	86%	89%	100%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	91%	88%	87%	83%	86%	84%	94%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	67%	62%	68%	72%	77%	77%	82%	74%

## 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	*	77%	74%	86%	90%	88%	92%	100%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	86%	89%	85%	87%	83%	81%	90%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	100%	82%	88%	89%	87%	85%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	68%	50%	76%	79%	81%	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	91%	70%	85%	86%	86%	*	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	77%	82%	78%	88%	85%	91%	96%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	64%	82%	77%	84%	81%	75%	90%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	91%	81%	84%	82%	83%	93%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	74%	58%	74%	75%	75%	*	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	91%	70%	80%	76%	81%	*	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	53%	69%	69%	67%	73%	79%	79%	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	*	68%	67%	79%	76%	73%	69%	67%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	68%	66%	68%	66%	70%	64%	73%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	93%	89%	90%	84%	89%	80%	84%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	53%	58%	65%	58%	59%	55%	45%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	47%	57%	59%	52%	52%	54%	38%	53%

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	*	56%	50%	61%	56%	62%	63%	56%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	40%	50%	45%	49%	51%	48%	45%	49%

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	*	*	50%	43%	38%	36%	37%	46%	39%
Q52. Patient has had a review of cancer care by GP practice	*	33%	37%	22%	20%	22%	16%	21%	21%

## 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	*	25%	29%	30%	29%	31%	33%	18%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	91%	73%	75%	79%	83%	86%	77%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	44%	55%	56%	56%	65%	61%	63%	60%

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	*	79%	90%	87%	90%	88%	92%	88%	89%
Q57. Administration of care was very good or good	*	84%	84%	87%	88%	88%	91%	83%	88%
Q58. Cancer research opportunities were discussed with patient	*	25%	63%	57%	53%	60%	53%	46%	56%
Q59. Patient's average rating of care scored from very poor to very good	*	8.2	8.5	8.6	8.8	8.8	9.0	8.8	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	79%	77%	*	*	*	71%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	59%	*	*	*	77%	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	89%	93%	*	*	*	92%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	76%	82%	*	*	*	85%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	80%	*	*	*	75%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	78%	*	*	*	74%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	95%	*	*	*	96%	93%

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	78%	79%	*	*	*	78%	78%
Q13. Patient was definitely told sensitively that they had cancer	72%	72%	*	*	*	73%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	73%	78%	*	*	*	67%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	86%	*	*	*	88%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	80%	*	*	*	84%	81%

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%	90%	*	*	*	93%	90%
Q18. Patient found it very or quite easy to contact their main contact person	78%	80%	*	*	*	88%	79%
Q19. Patient found advice from main contact person was very or quite helpful	92%	95%	*	*	*	100%	94%

## ‘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	76%	82%	*	*	*	86%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	73%	78%	*	*	*	82%	75%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	85%	*	*	*	82%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	51%	57%	*	*	*	63%	54%

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	67%	71%	*	*	*	76%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	95%	*	*	*	97%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	95%	99%	*	*	*	100%	97%

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	88%	92%	*	*	*	91%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	77%	*	*	*	77%	73%
Q29. Patient was offered information about how to get financial help or benefits	69%	72%	*	*	*	60%	70%

## ‘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	69%	81%	*	*	*	83%	75%
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%	75%	*	*	*	75%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	74%	*	*	*	67%	70%
Q34. Patient was always able to get help from ward staff when needed	65%	77%	*	*	*	75%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	74%	*	*	*	67%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	80%	87%	*	*	*	83%	83%
Q37. Patient was always treated with respect and dignity while in hospital	83%	88%	*	*	*	92%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	81%	89%	*	*	*	91%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	69%	80%	*	*	*	84%	74%

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	88%	88%	*	*	*	95%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	86%	*	*	*	93%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	86%	*	*	*	100%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	69%	84%	*	*	*	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	87%	*	*	*	*	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	86%	*	*	*	90%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	82%	*	*	*	86%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	82%	*	*	*	100%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	69%	78%	*	*	*	*	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	74%	84%	*	*	*	*	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	67%	79%	*	*	*	73%	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	71%	74%	*	*	*	83%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	70%	*	*	*	63%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	86%	*	*	*	86%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	62%	*	*	*	62%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	59%	*	*	*	55%	53%

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	56%	66%	*	*	*	51%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	52%	*	*	*	55%	49%

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	35%	42%	*	*	*	59%	39%
Q52. Patient has had a review of cancer care by GP practice	20%	23%	*	*	*	20%	21%

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	30%	30%	*	*	*	43%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	85%	*	*	*	91%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	66%	*	*	*	59%	60%

## ‘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%	91%	*	*	*	93%	89%
Q57. Administration of care was very good or good	86%	90%	*	*	*	93%	88%
Q58. Cancer research opportunities were discussed with patient	52%	61%	*	*	*	52%	56%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	*	*	*	9.0	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					
	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	81%	70%	80%	62%	*	64%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	68%	59%	52%	*	72%	64%

DIAGNOSTIC TESTS		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	93%	88%	90%	100%	94%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	65%	86%	69%	91%	84%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	74%	77%	74%	73%	76%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	70%	75%	70%	73%	73%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	90%	91%	93%	100%	94%	93%

FINDING OUT THAT YOU HAD CANCER		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	63%	84%	70%	85%	79%	78%
Q13. Patient was definitely told sensitively that they had cancer	72%	75%	72%	66%	92%	71%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	76%	80%	71%	92%	70%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	94%	83%	83%	92%	85%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	79%	83%	87%	81%	100%	83%	81%

SUPPORT FROM A MAIN CONTACT PERSON		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	90%	88%	94%	93%	92%	92%	90%
Q18. Patient found it very or quite easy to contact their main contact person	79%	77%	89%	73%	100%	82%	79%
Q19. Patient found advice from main contact person was very or quite helpful	92%	93%	100%	95%	100%	100%	94%

DECIDING ON THE BEST TREATMENT		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	79%	78%	80%	74%	92%	88%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	76%	77%	65%	85%	76%	75%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	78%	87%	80%	91%	77%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53%	61%	70%	42%	*	63%	54%

## 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	68%	65%	73%	69%	92%	74%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	100%	98%	90%	91%	92%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	95%	94%	*	98%	97%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	91%	92%	91%	100%	88%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	68%	65%	68%	77%	76%	73%
Q29. Patient was offered information about how to get financial help or benefits	70%	70%	77%	72%	67%	63%	70%

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	75%	89%	56%	71%	*	88%	75%
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%	75%	74%	73%	*	73%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	76%	72%	73%	*	58%	70%
Q34. Patient was always able to get help from ward staff when needed	71%	68%	66%	68%	*	82%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	67%	63%	57%	*	73%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	83%	75%	77%	*	85%	83%
Q37. Patient was always treated with respect and dignity while in hospital	86%	89%	78%	84%	*	84%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	94%	87%	86%	*	90%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	71%	73%	63%	92%	78%	74%

## 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	88%	86%	86%	87%	100%	91%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	85%	83%	83%	*	95%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	90%	91%	83%	*	100%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	*	60%	64%	*	86%	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	85%	*	67%	78%	*	100%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	82%	74%	86%	100%	87%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	85%	81%	78%	*	82%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	80%	87%	79%	*	88%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	73%	*	60%	68%	*	85%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	81%	*	58%	67%	*	100%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	64%	61%	70%	69%	71%	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	73%	68%	71%	68%	92%	81%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	73%	62%	65%	77%	61%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	87%	89%	78%	92%	84%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	66%	61%	55%	77%	63%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	57%	64%	45%	62%	59%	53%

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%	74%	67%	55%	82%	59%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	65%	68%	40%	60%	47%	49%

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	38%	35%	48%	38%	40%	41%	39%
Q52. Patient has had a review of cancer care by GP practice	19%	30%	36%	24%	50%	20%	21%

## 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	29%	*	30%	33%	*	33%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	100%	85%	75%	*	81%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	62%	55%	50%	92%	54%	60%

YOUR OVERALL NHS CARE							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	88%	94%	88%	91%	92%	93%	89%
Q57. Administration of care was very good or good	87%	91%	88%	90%	100%	91%	88%
Q58. Cancer research opportunities were discussed with patient	54%	57%	44%	68%	*	57%	56%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.7	8.8	8.5	9.2	8.8	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%	75%	79%	80%	83%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	55%	55%	70%	71%	65%	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	90%	89%	93%	94%	89%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	74%	78%	83%	80%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	75%	72%	79%	77%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	70%	75%	82%	78%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	92%	91%	94%	95%	93%

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	79%	79%	70%	82%	81%	78%
Q13. Patient was definitely told sensitively that they had cancer	76%	72%	69%	73%	71%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	81%	72%	74%	74%	77%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	83%	78%	86%	88%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	79%	79%	83%	82%	81%

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	89%	89%	90%	91%	93%	90%
Q18. Patient found it very or quite easy to contact their main contact person	80%	79%	76%	82%	79%	79%
Q19. Patient found advice from main contact person was very or quite helpful	93%	95%	90%	95%	94%	94%

## 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	82%	76%	77%	82%	80%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	70%	75%	81%	79%	75%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	79%	81%	89%	89%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	50%	54%	60%	50%	54%

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	74%	66%	66%	69%	73%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	91%	93%	93%	95%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	98%	97%	95%	98%	97%

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	89%	92%	86%	90%	91%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	72%	73%	75%	73%	73%
Q29. Patient was offered information about how to get financial help or benefits	74%	68%	63%	76%	74%	70%

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	59%	75%	82%	71%	79%	75%
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%	71%	70%	71%	68%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	64%	73%	75%	76%	70%
Q34. Patient was always able to get help from ward staff when needed	70%	68%	78%	67%	72%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	58%	71%	66%	64%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	79%	91%	82%	87%	83%
Q37. Patient was always treated with respect and dignity while in hospital	87%	81%	91%	83%	88%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	84%	89%	81%	85%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	70%	75%	76%	78%	74%

## 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	88%	86%	88%	92%	88%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	85%	84%	79%	87%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	92%	82%	86%	90%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	69%	70%	74%	83%	81%	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	85%	89%	82%	71%	94%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	84%	82%	91%	89%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	79%	79%	75%	84%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	81%	84%	81%	84%	88%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	60%	73%	73%	77%	76%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	81%	76%	82%	71%	88%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	69%	70%	71%	78%	75%	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	71%	71%	76%	72%	74%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	67%	65%	68%	71%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	84%	87%	86%	88%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	61%	58%	54%	59%	60%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	57%	52%	52%	52%	53%	53%

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	61%	55%	63%	63%	60%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	41%	50%	56%	55%	49%

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	45%	35%	44%	36%	38%	39%
Q52. Patient has had a review of cancer care by GP practice	28%	19%	24%	21%	16%	21%

## 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	32%	28%	28%	26%	40%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	76%	84%	84%	83%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	67%	57%	59%	59%	62%	60%

YOUR OVERALL NHS CARE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	88%	90%	89%	90%	89%	89%
Q57. Administration of care was very good or good	88%	87%	88%	90%	89%	88%
Q58. Cancer research opportunities were discussed with patient	61%	62%	54%	52%	49%	56%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.7	8.7	9.1	8.9	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	75%	82%	76%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	67%	72%	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	90%	91%	94%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	81%	79%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	76%	78%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	79%	74%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	93%	98%	93%

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	79%	77%	80%	78%
Q13. Patient was definitely told sensitively that they had cancer	72%	72%	74%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	77%	73%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	84%	88%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	81%	84%	81%

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	91%	89%	93%	90%
Q18. Patient found it very or quite easy to contact their main contact person	78%	80%	84%	79%
Q19. Patient found advice from main contact person was very or quite helpful	93%	94%	99%	94%

DECIDING ON THE BEST TREATMENT		Long-term condition status		
	Yes	No	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	77%	81%	82%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	72%	80%	78%	75%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	85%	84%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53%	55%	60%	54%

## 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	67%	73%	69%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	92%	97%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	97%	98%	97%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	91%	93%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	75%	75%	73%
Q29. Patient was offered information about how to get financial help or benefits	68%	73%	66%	70%

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%	74%	74%	75%
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%	74%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	74%	66%	70%
Q34. Patient was always able to get help from ward staff when needed	70%	71%	79%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	68%	64%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	80%	87%	95%	83%
Q37. Patient was always treated with respect and dignity while in hospital	83%	89%	92%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	87%	86%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	75%	76%	74%

## 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	88%	88%	91%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	85%	89%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	87%	94%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	79%	72%	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	84%	89%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	86%	87%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	81%	84%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	84%	90%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	71%	76%	78%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	76%	81%	90%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	71%	73%	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	70%	76%	78%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	71%	62%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	89%	86%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	62%	60%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	58%	50%	53%

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%	60%	60%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	45%	56%	53%	49%

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	37%	41%	46%	39%
Q52. Patient has had a review of cancer care by GP practice	18%	25%	18%	21%

## Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	29%	34%	30%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	85%	86%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	60%	58%	60%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	89%	88%	94%	89%
Q57. Administration of care was very good or good	88%	89%	90%	88%
Q58. Cancer research opportunities were discussed with patient	56%	56%	55%	56%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	8.9	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	74%	77%	74%	82%	76%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	52%	57%	67%	72%	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	92%	88%	90%	91%	94%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	75%	77%	81%	79%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	78%	75%	76%	78%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	73%	73%	79%	74%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	92%	92%	93%	98%	93%

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	79%	77%	80%	77%	80%	78%
Q13. Patient was definitely told sensitively that they had cancer	73%	69%	72%	72%	74%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	71%	70%	77%	73%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	81%	84%	84%	88%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	77%	78%	81%	84%	81%

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	92%	90%	89%	89%	93%	90%
Q18. Patient found it very or quite easy to contact their main contact person	80%	74%	80%	80%	84%	79%
Q19. Patient found advice from main contact person was very or quite helpful	93%	92%	93%	94%	99%	94%

## 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%	75%	71%	81%	82%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	66%	72%	80%	78%	75%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	87%	83%	85%	84%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	57%	48%	51%	55%	60%	54%

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	69%	64%	65%	73%	69%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	88%	91%	92%	97%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	93%	99%	97%	98%	97%

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	92%	86%	85%	91%	93%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	69%	68%	75%	75%	73%
Q29. Patient was offered information about how to get financial help or benefits	78%	59%	59%	73%	66%	70%

## 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	76%	72%	77%	74%	74%	75%
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%	67%	74%	74%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	69%	69%	74%	66%	70%
Q34. Patient was always able to get help from ward staff when needed	70%	69%	70%	71%	79%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	62%	53%	68%	64%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	83%	73%	87%	95%	83%
Q37. Patient was always treated with respect and dignity while in hospital	86%	81%	78%	89%	92%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	83%	84%	87%	86%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	67%	71%	75%	76%	74%

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	92%	88%	80%	88%	91%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	76%	84%	85%	89%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	83%	86%	87%	94%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	80%	67%	68%	79%	72%	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	79%	90%	84%	89%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	89%	84%	86%	87%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	77%	77%	81%	84%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	88%	77%	79%	84%	90%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	79%	58%	69%	76%	78%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	68%	78%	81%	90%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	70%	70%	71%	73%	72%

## Number of long-term conditions tables

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS	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	73%	72%	61%	76%	78%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	64%	60%	71%	62%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	81%	78%	89%	86%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	62%	53%	43%	62%	60%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	47%	45%	58%	50%	53%

SUPPORT WHILE AT HOME	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	65%	55%	54%	60%	60%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	53%	42%	35%	56%	53%	49%

CARE 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
Q51. Patient definitely received the right amount of support from their GP practice during treatment	45%	33%	28%	41%	46%	39%
Q52. Patient has had a review of cancer care by GP practice	18%	19%	17%	25%	18%	21%

LIVING WITH AND BEYOND 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
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	33%	23%	29%	34%	30%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	78%	75%	85%	86%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	52%	62%	60%	58%	60%

## 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	91%	88%	86%	88%	94%	89%
Q57. Administration of care was very good or good	88%	91%	83%	89%	90%	88%
Q58. Cancer research opportunities were discussed with patient	61%	54%	47%	56%	55%	56%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	8.5	8.8	8.9	8.8

## Year on year charts

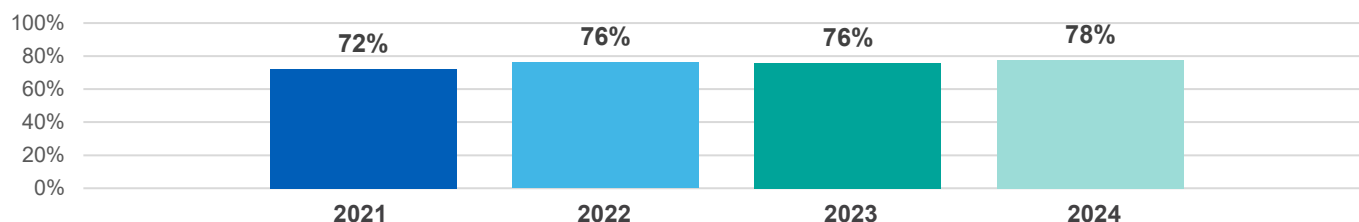
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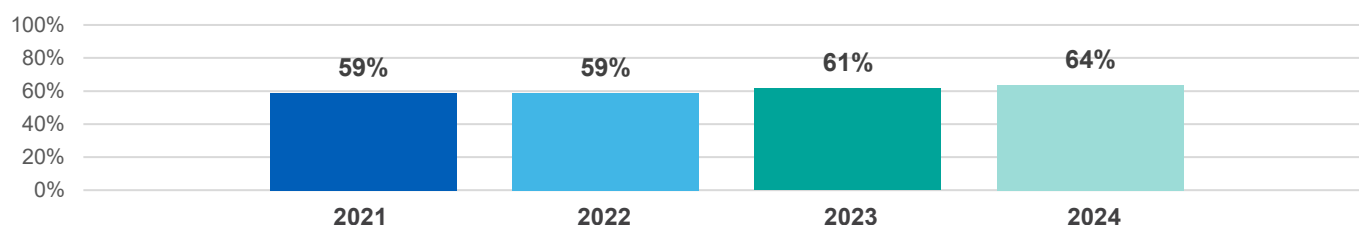
The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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

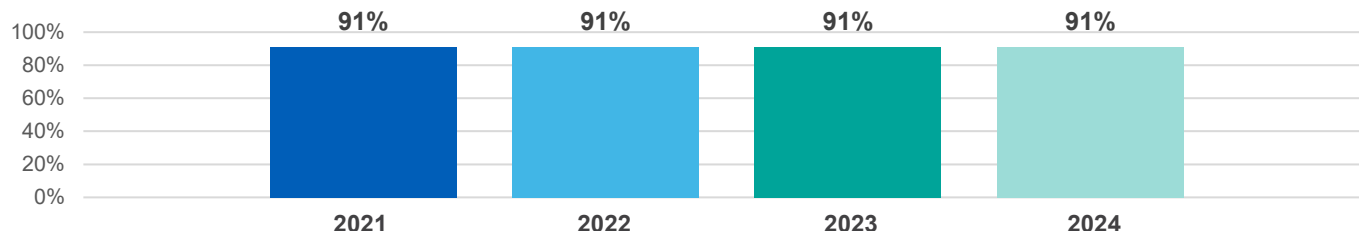


Q3. Referral for diagnosis was explained in a way the patient could completely understand

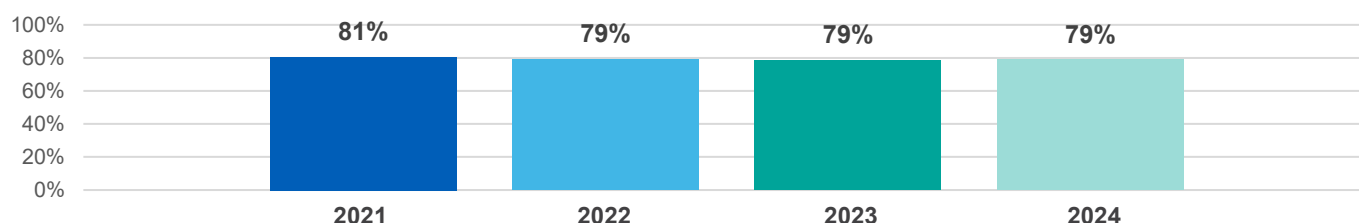


### DIAGNOSTIC TESTS

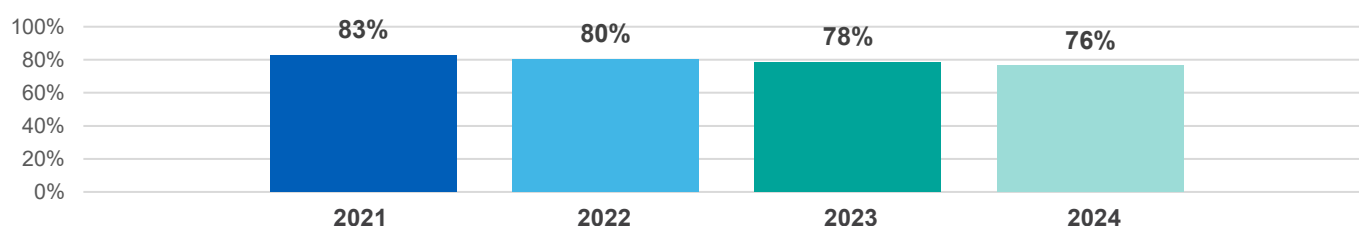
Q5. Patient received all the information needed about the diagnostic test in advance



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



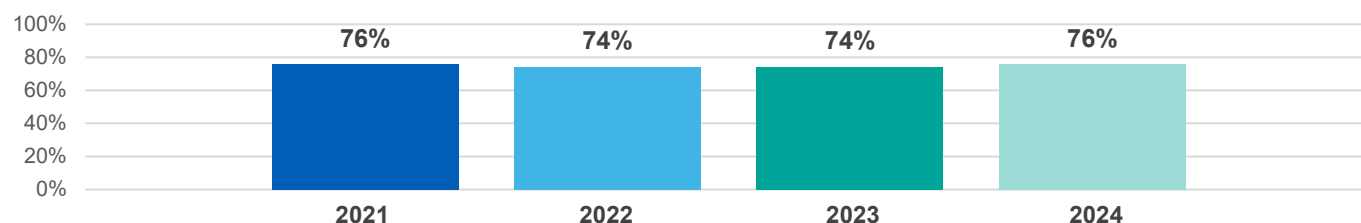
## Year on year charts

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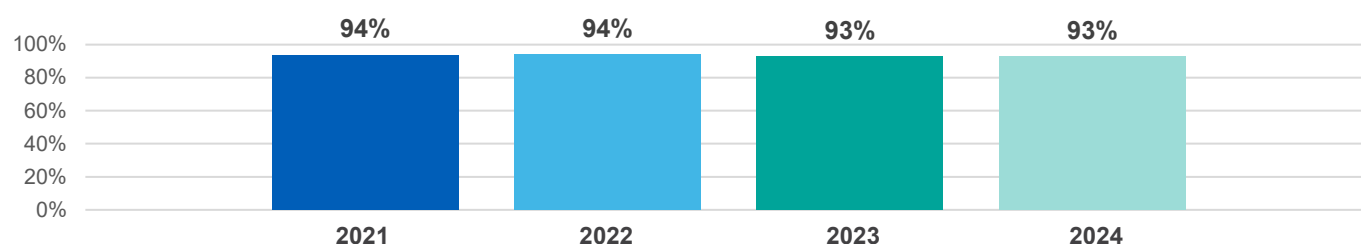
- No score available.

The scores are unadjusted and based on England scores only.

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

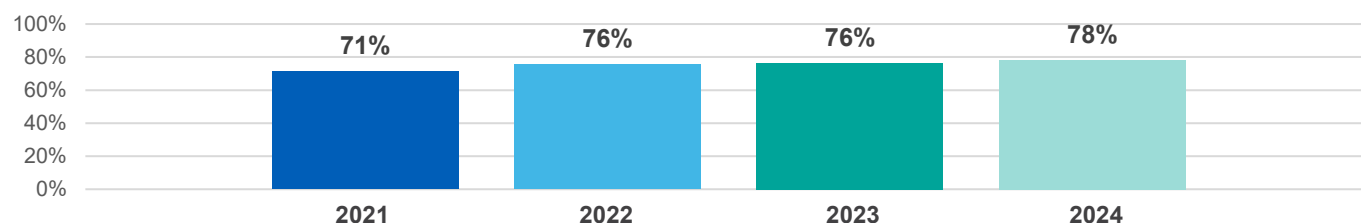


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

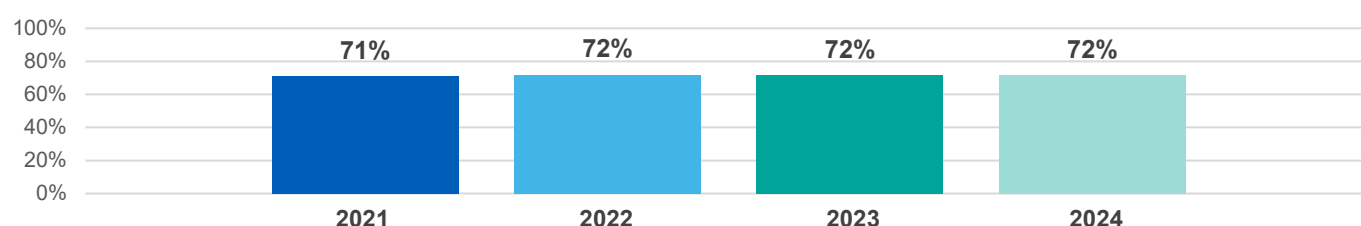


### FINDING OUT THAT YOU HAD CANCER

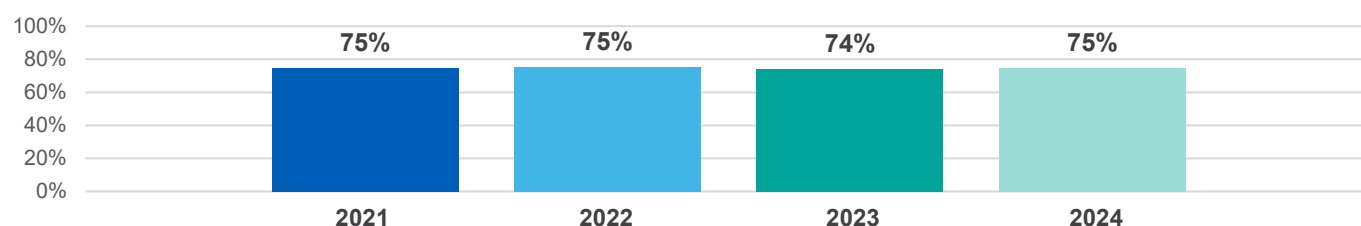
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



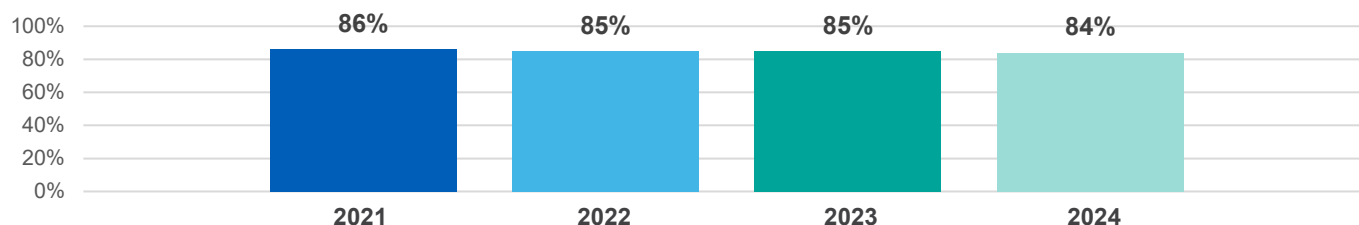
## Year on year charts

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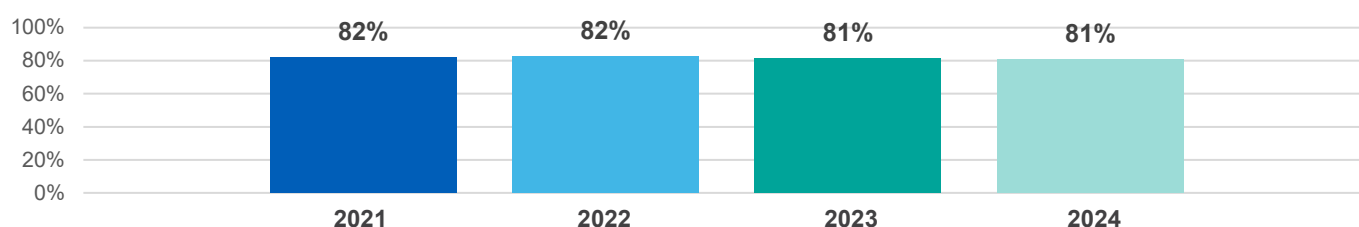
- No score available.

The scores are unadjusted and based on England scores only.

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

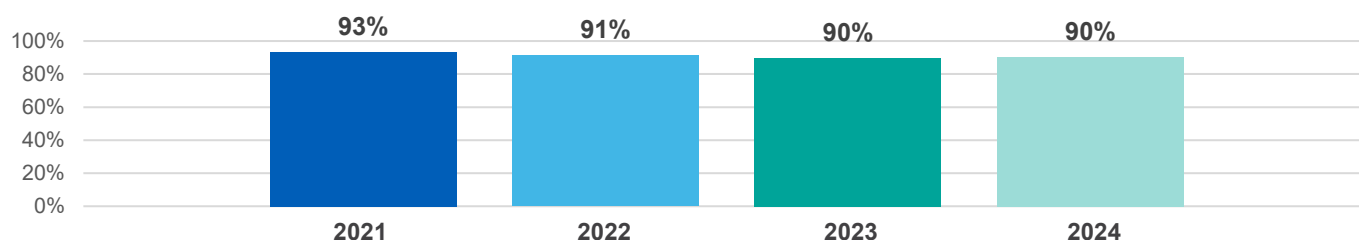


Q16. Patient was told they could go back later for more information about their diagnosis

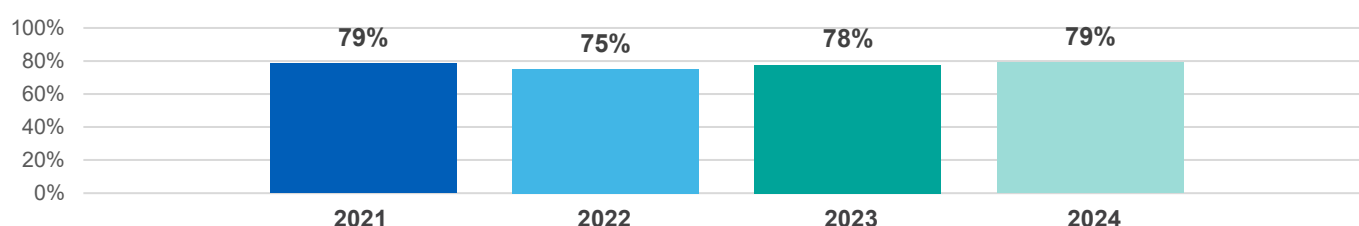


### SUPPORT FROM A MAIN CONTACT PERSON

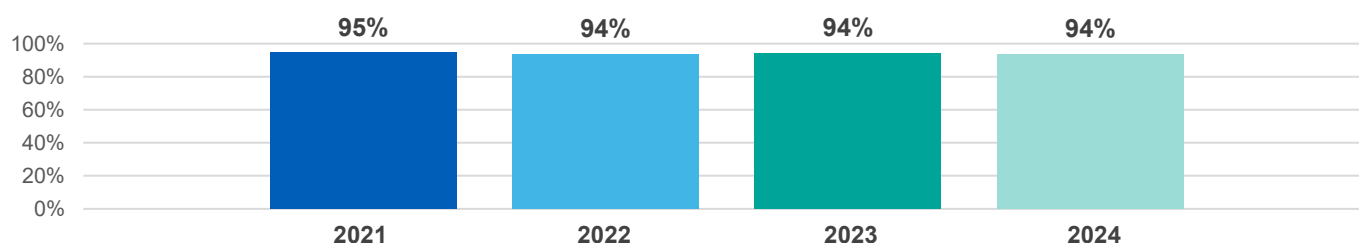
Q17. Patient had a main point of contact within the care team



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



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



## Year on year charts

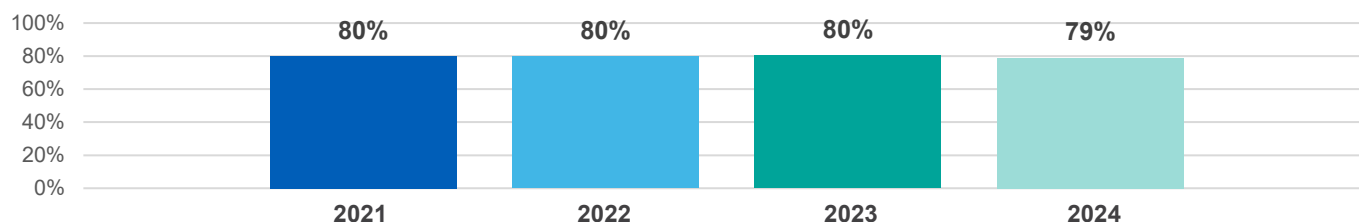
\* Indicates where a score is not available due to suppression or a low base size.

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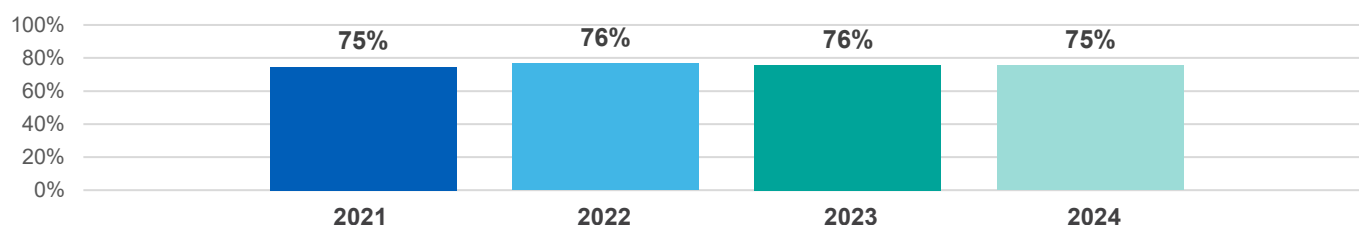
The scores are unadjusted and based on England scores only.

### DECIDING ON THE BEST TREATMENT

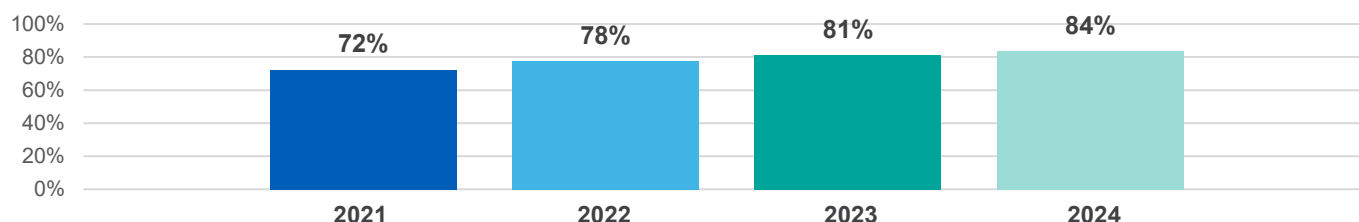
Q20. Treatment options were explained in a way the patient could completely understand



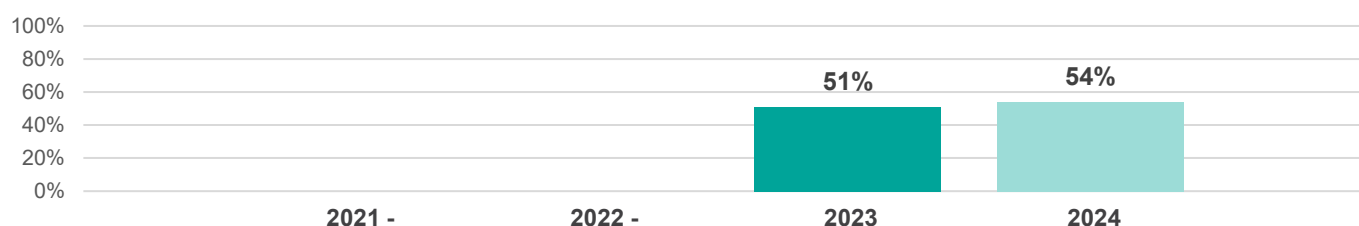
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

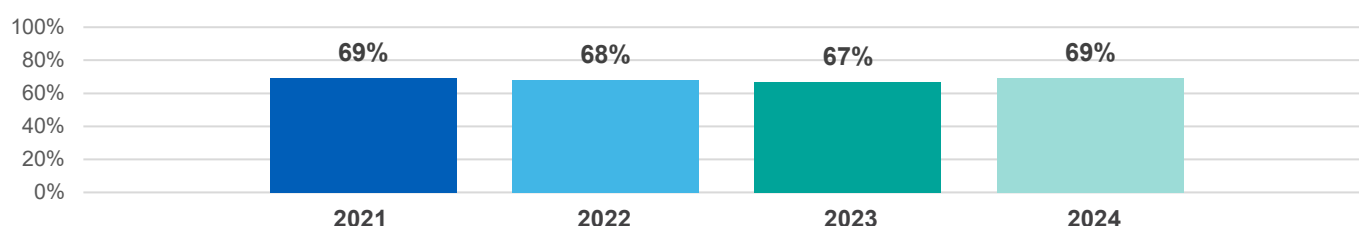


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



### CARE PLANNING

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



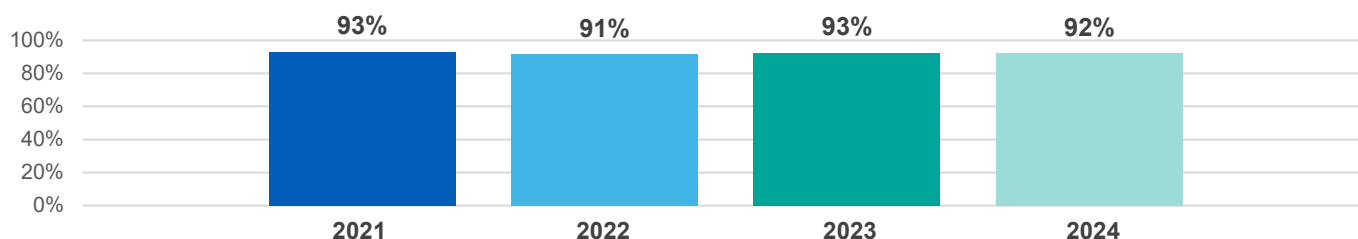
## Year on year charts

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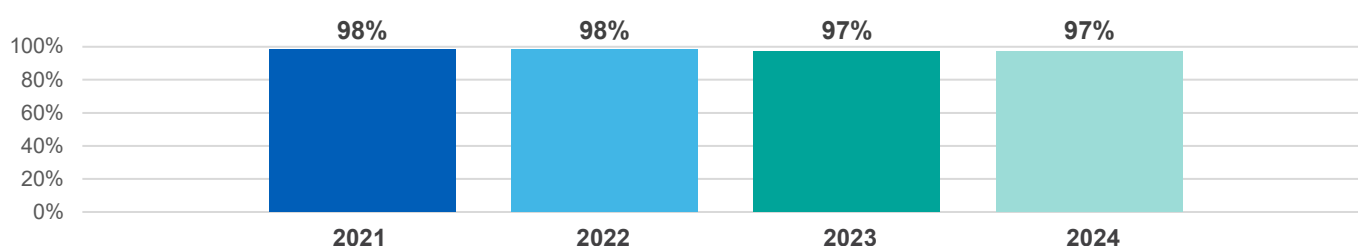
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Q25. A member of their care team helped the patient create a care plan to address any needs or concerns

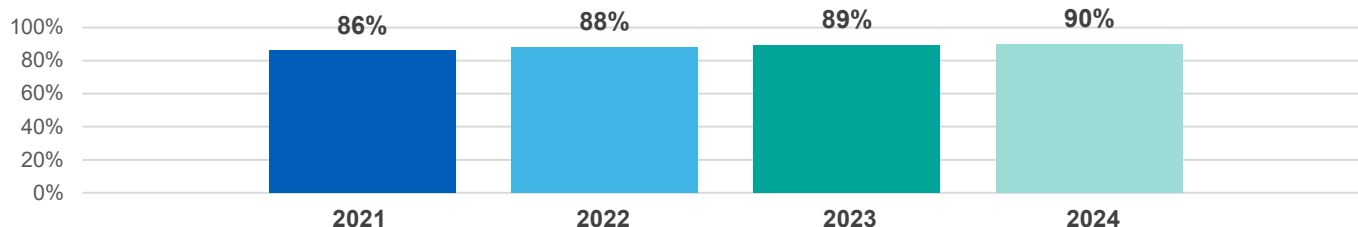


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

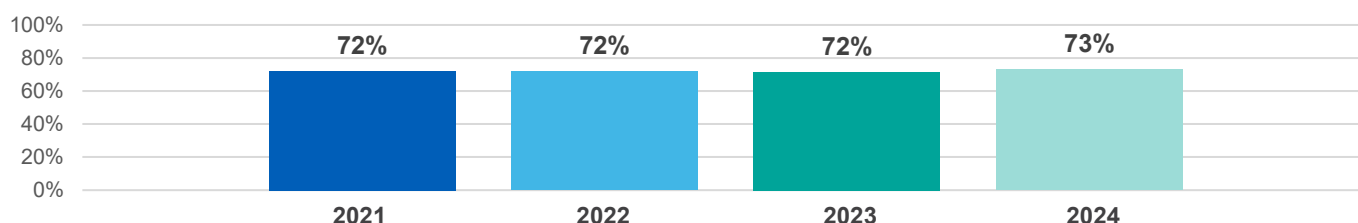


### SUPPORT FROM HOSPITAL STAFF

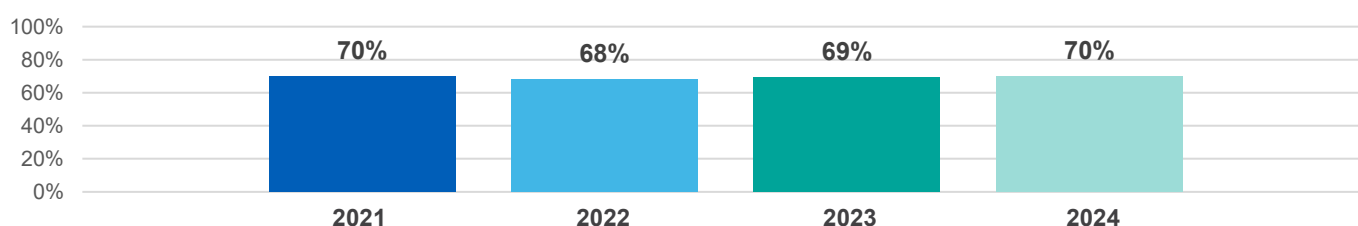
Q27. Staff provided the patient with relevant information on available support



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



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



## Year on year charts

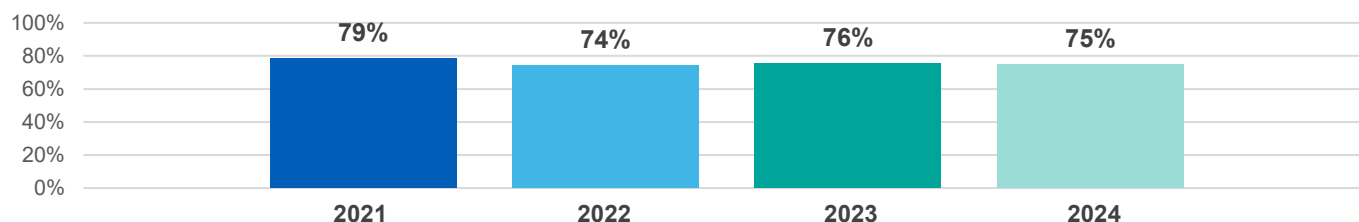
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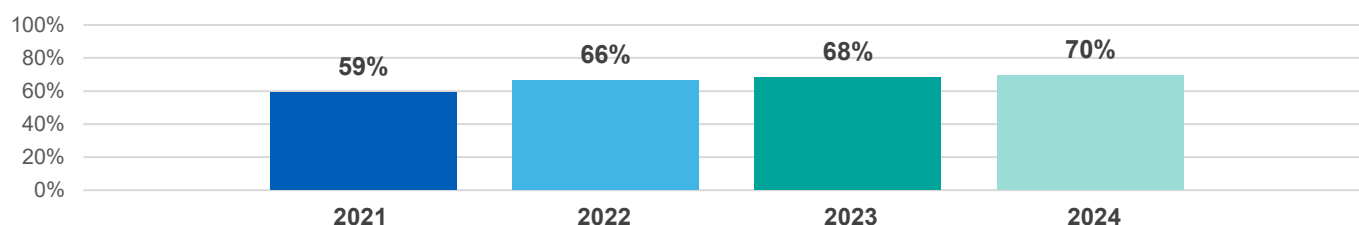
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### HOSPITAL CARE

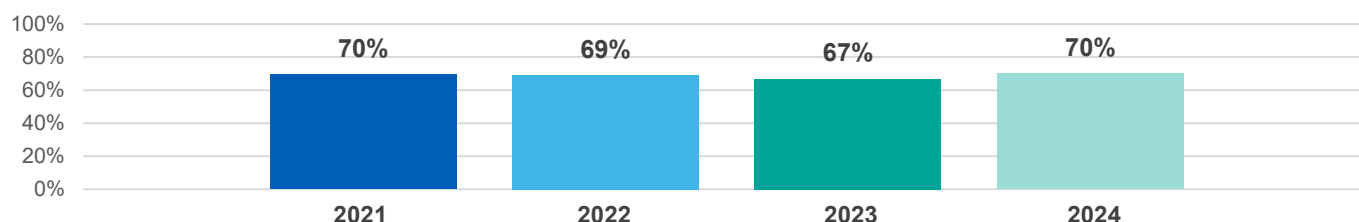
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



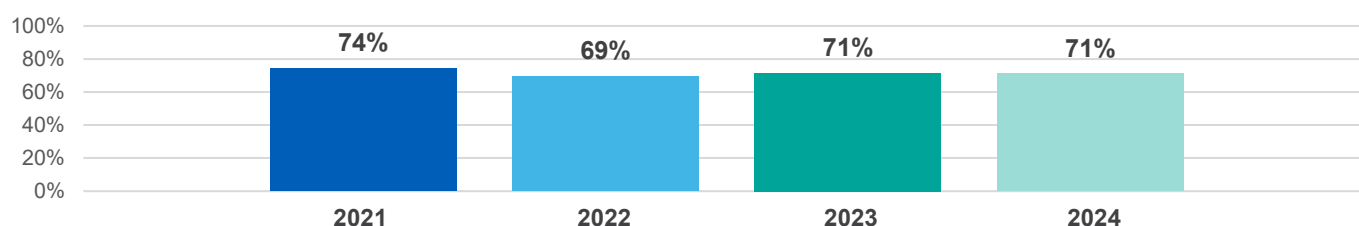
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



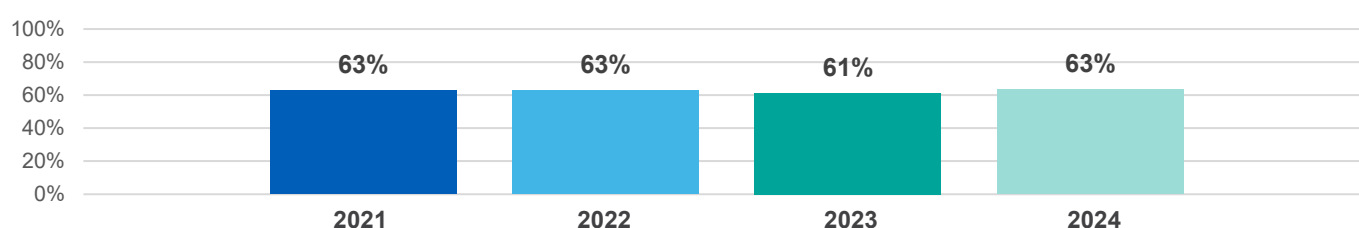
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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



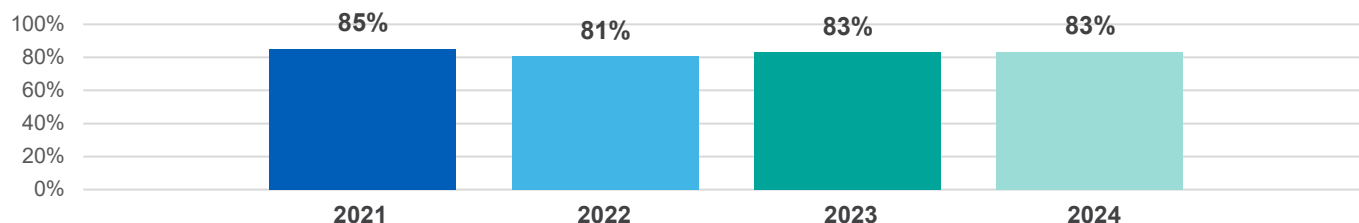
## Year on year charts

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

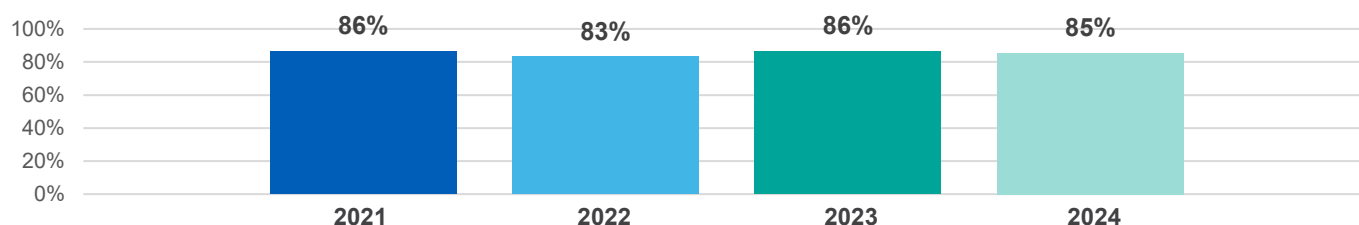
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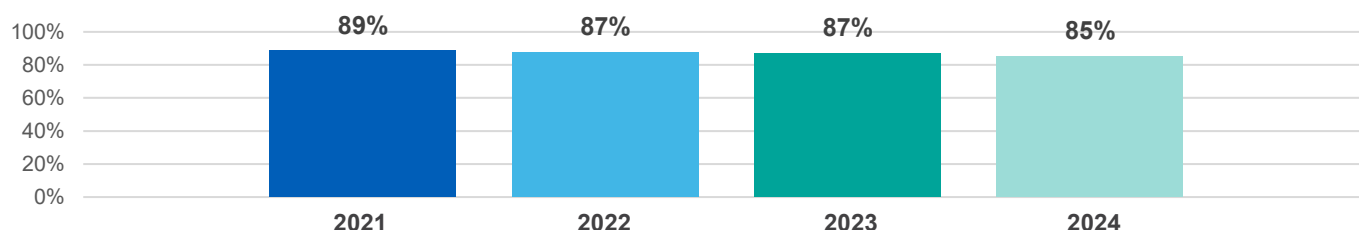
Q36. Hospital staff always did everything they could to help the patient control pain



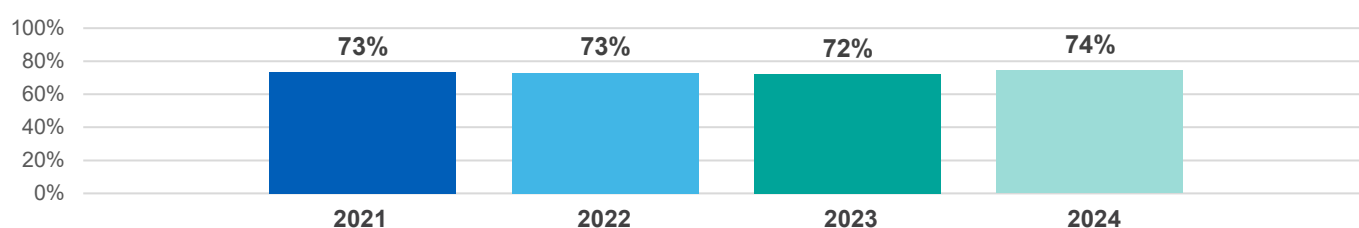
Q37. Patient was always treated with respect and dignity while in hospital



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

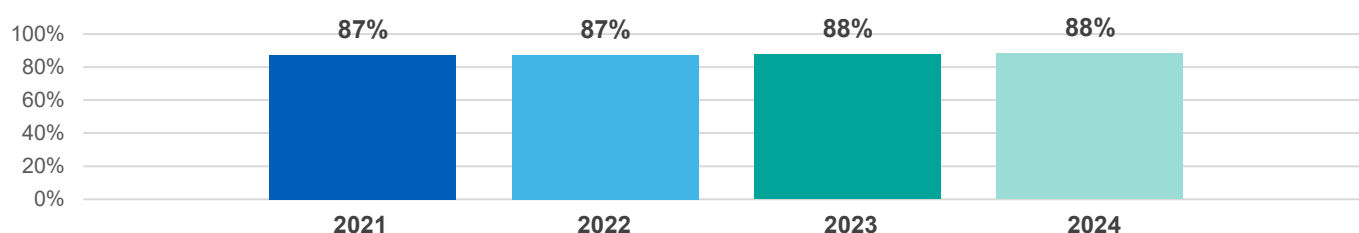


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



## YOUR TREATMENT

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



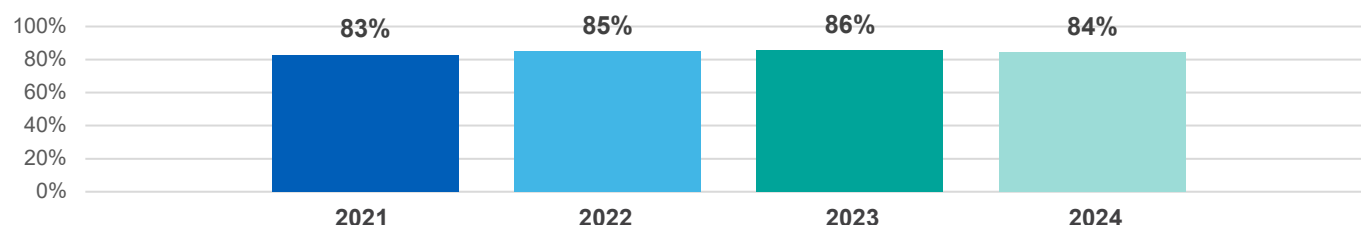
## Year on year charts

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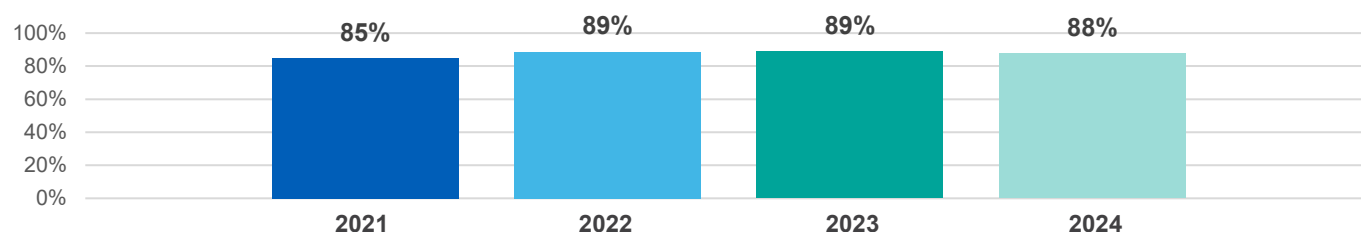
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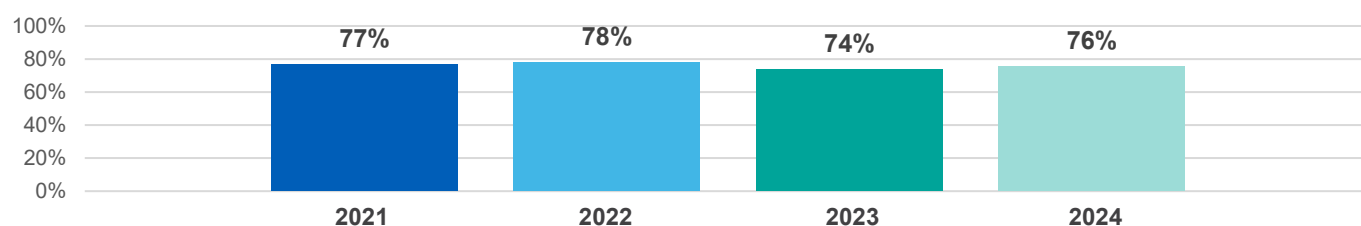
Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy



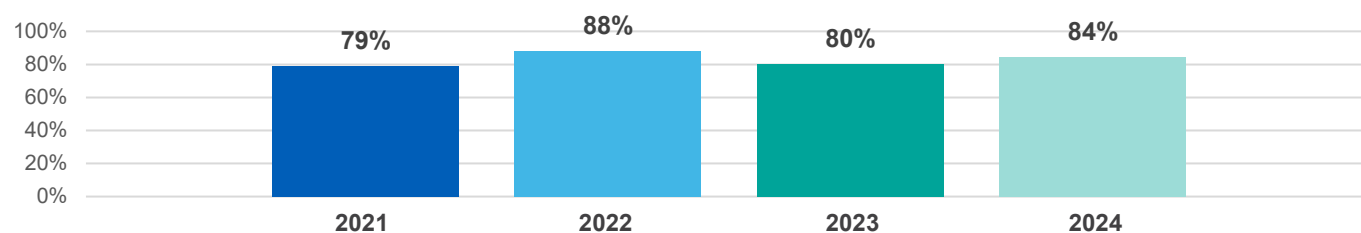
Q41\_3. Beforehand patient completely had enough understandable information about radiotherapy



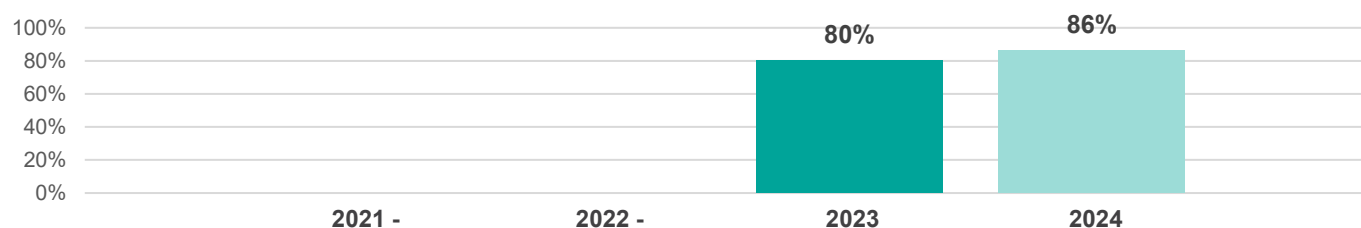
Q41\_4. Beforehand patient completely had enough understandable information about hormone therapy



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



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



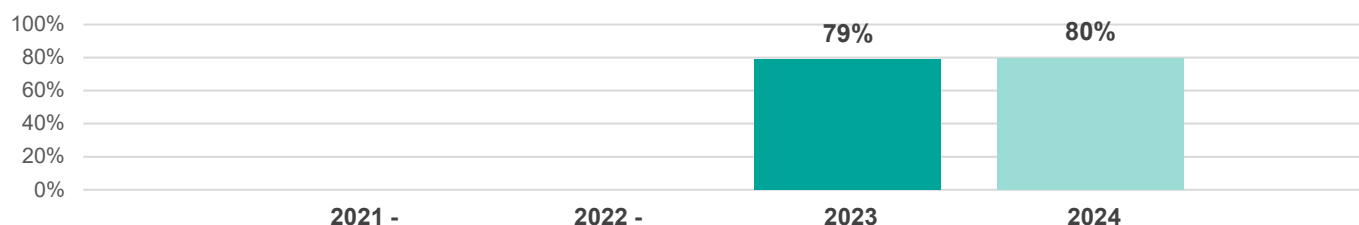
## Year on year charts

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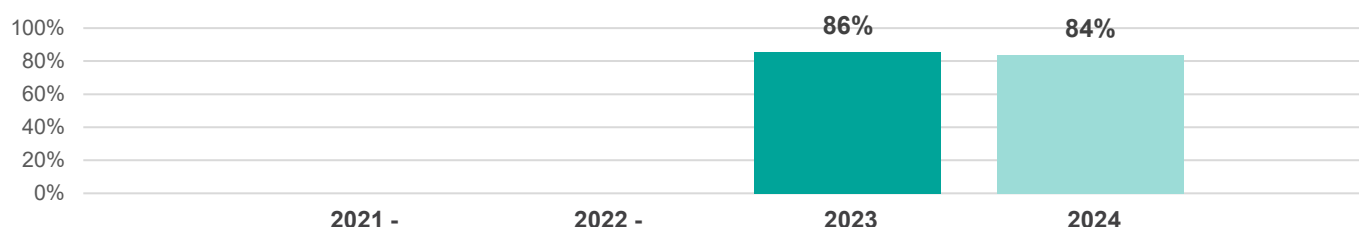
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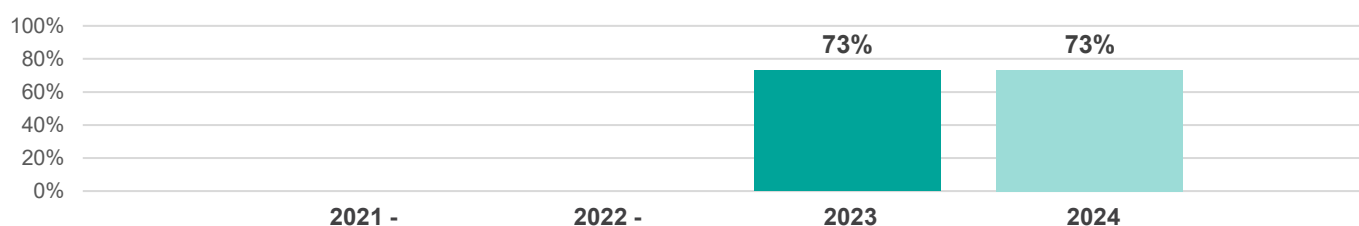
Q42\_2. Patient completely had enough understandable information about their response to chemotherapy



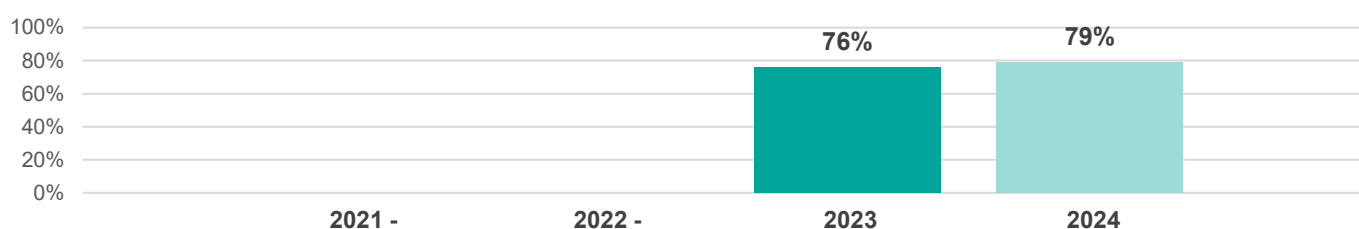
Q42\_3. Patient completely had enough understandable information about their response to radiotherapy



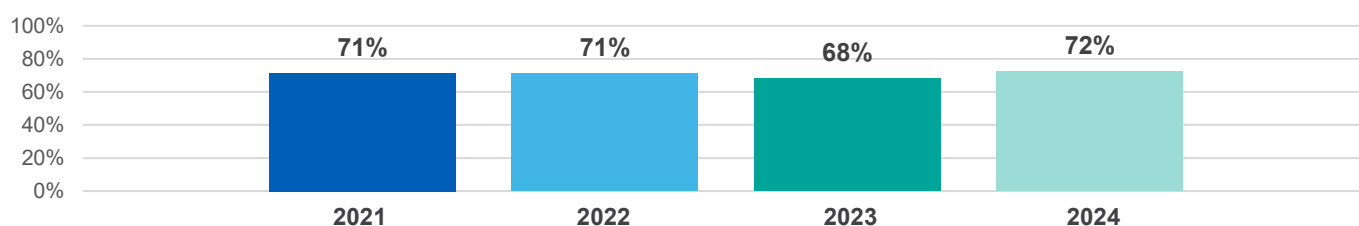
Q42\_4. Patient completely had enough understandable information about their response to hormone therapy



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

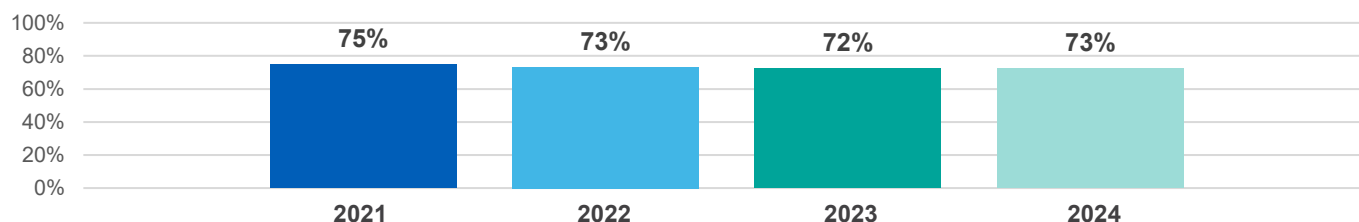
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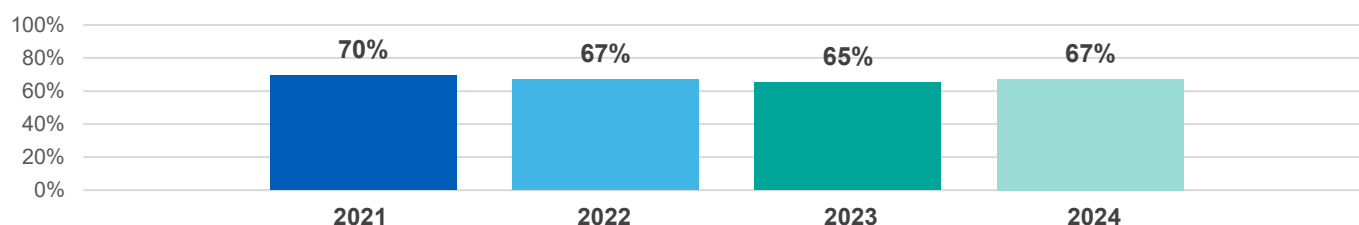
The scores are unadjusted and based on England scores only.

### IMMEDIATE AND LONG-TERM SIDE EFFECTS

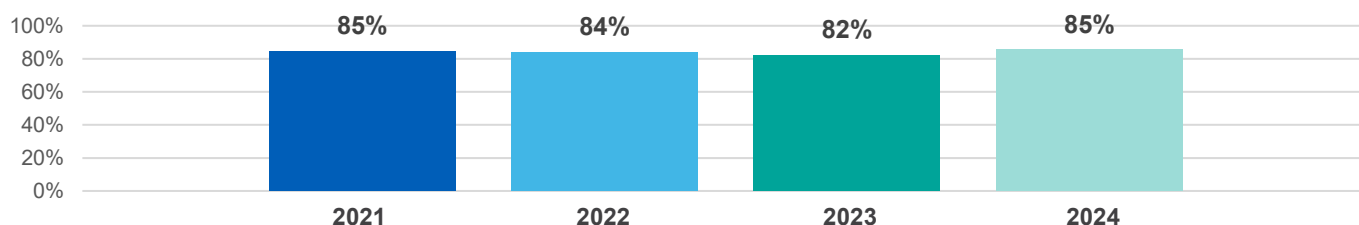
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



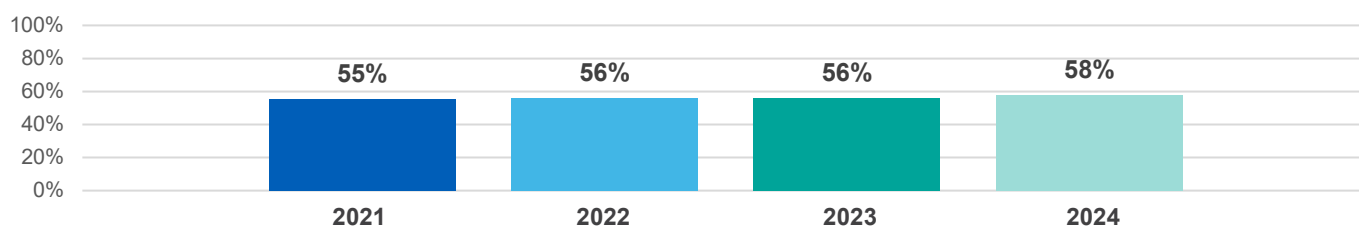
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



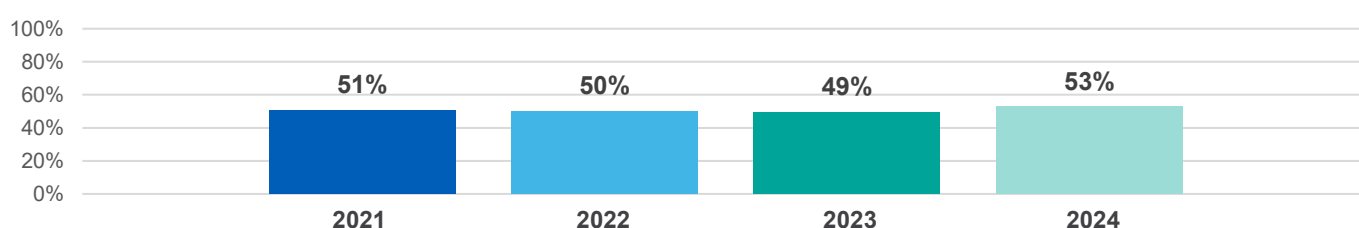
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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

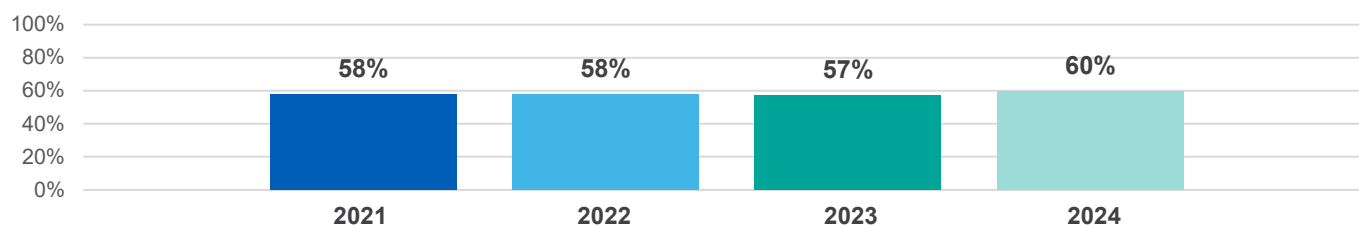
\* Indicates where a score is not available due to suppression or a low base size.

- No score available.

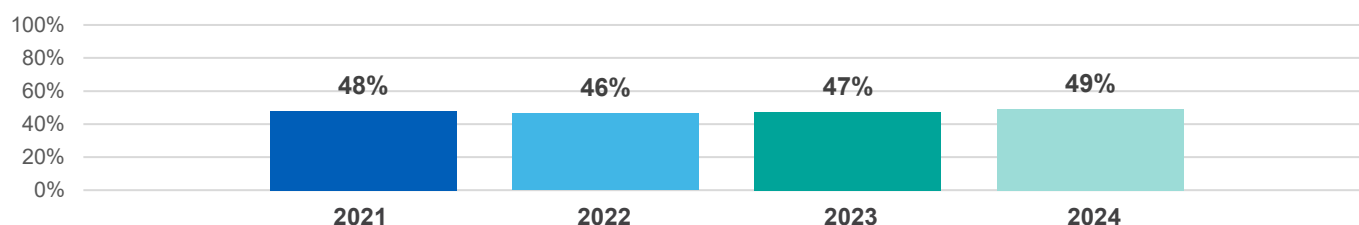
The scores are unadjusted and based on England scores only.

### SUPPORT WHILE AT HOME

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

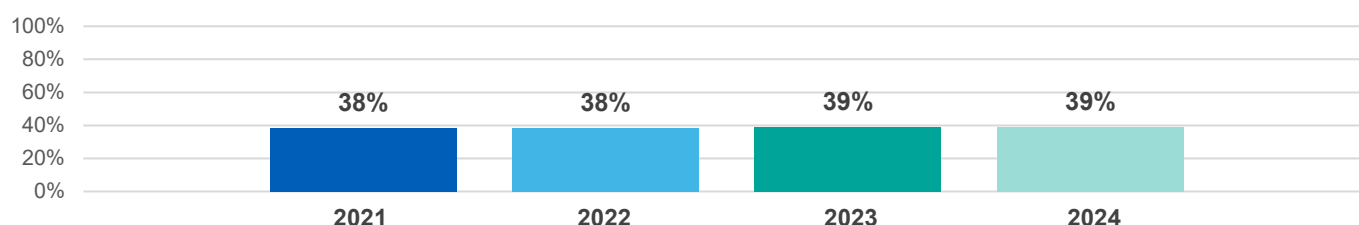


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

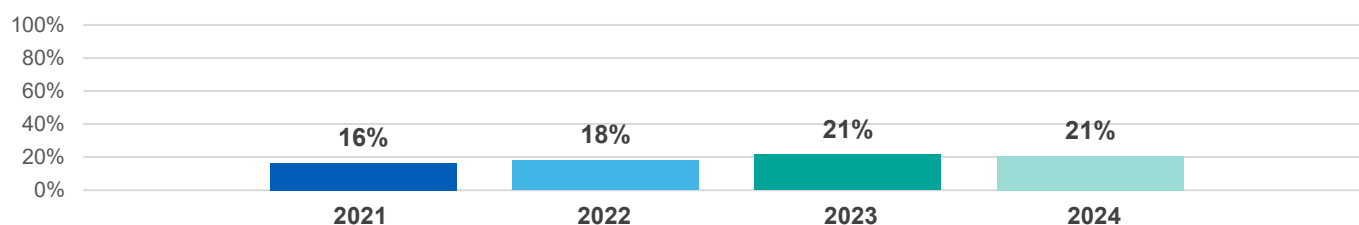


### CARE FROM YOUR GP PRACTICE

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

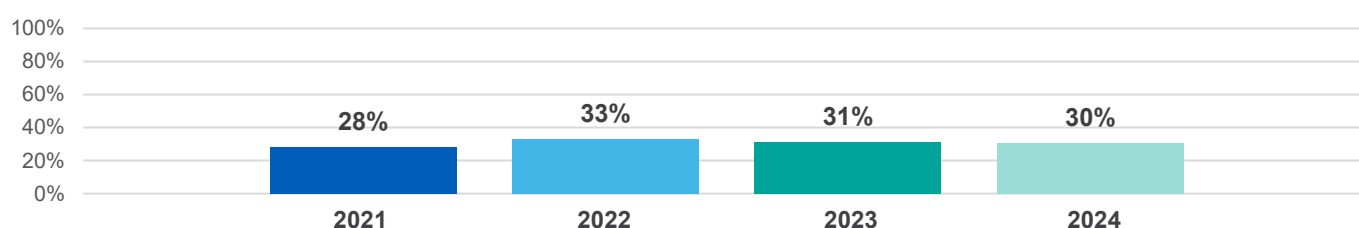


Q52. Patient has had a review of cancer care by GP practice



### LIVING WITH AND BEYOND CANCER

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



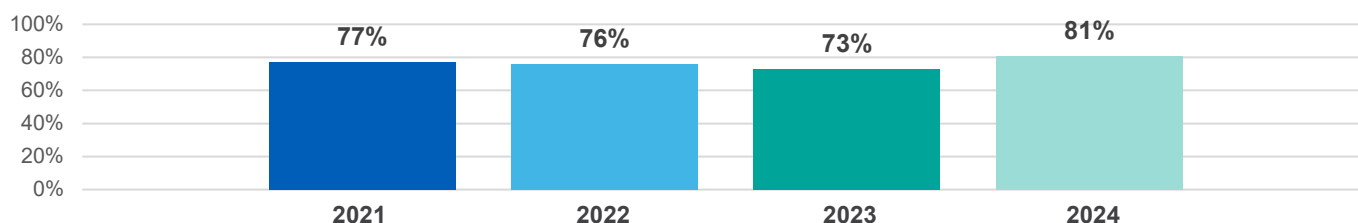
## Year on year charts

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

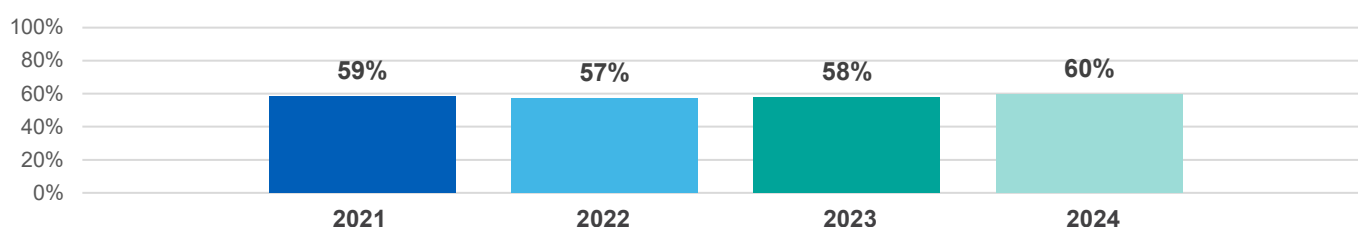
- No score available.

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

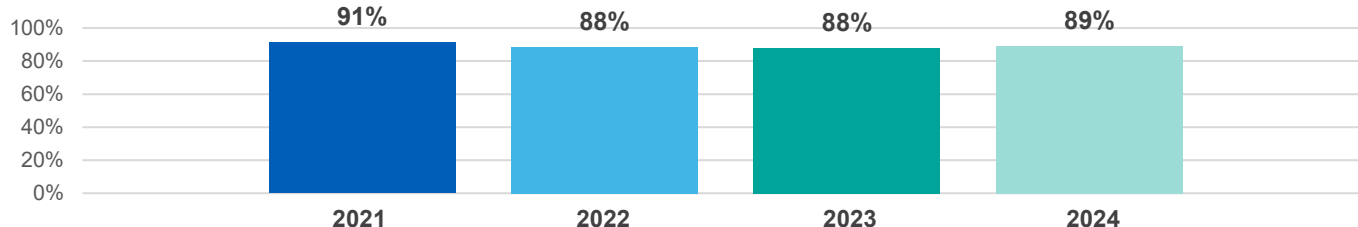


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

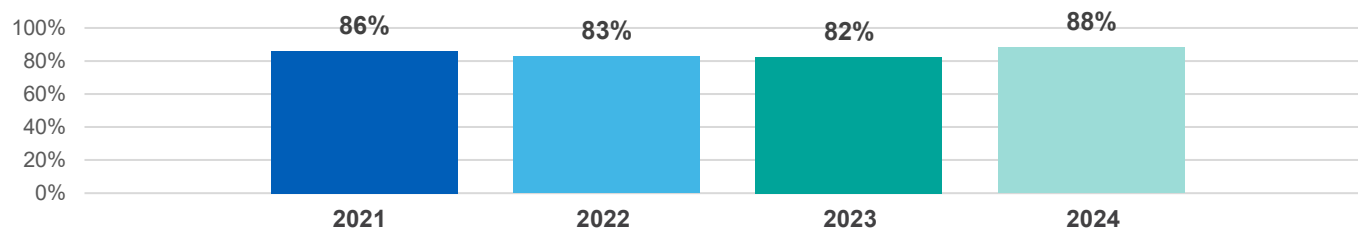


### YOUR OVERALL NHS CARE

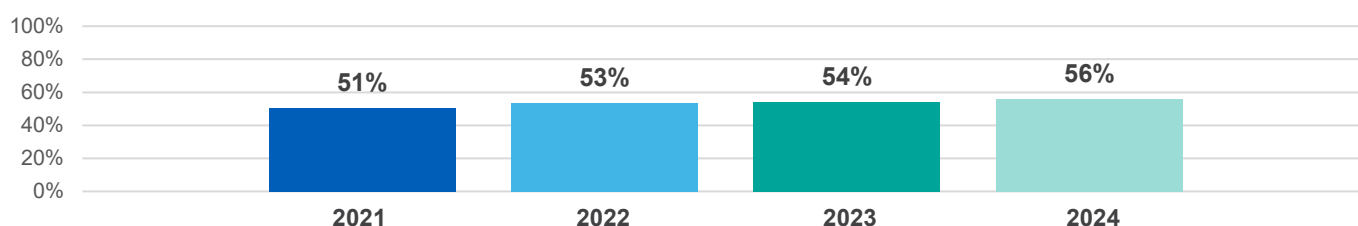
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



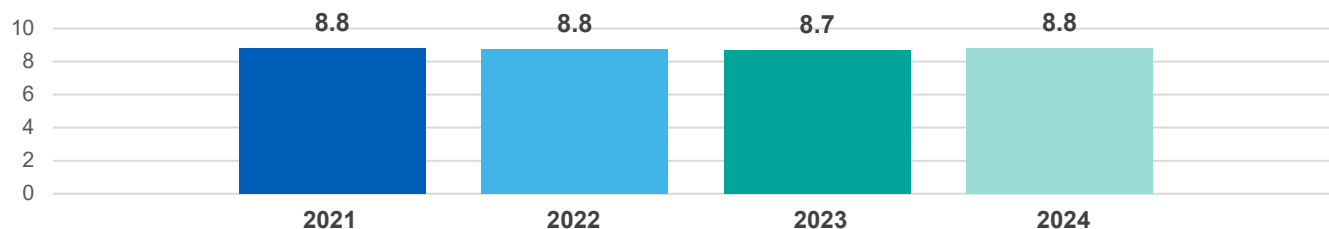
## Year on year charts

\* 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	
RJZ	King's College Hospital NHS Foundation Trust	<div><div>4</div><div>57</div></div>	
RJ1	Guy's and St Thomas' NHS Foundation Trust	<div><div>14</div><div>46</div></div>	
RJ2	Lewisham and Greenwich NHS Trust	<div><div>31</div><div>30</div></div>	

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	
QKK	NHS South East London Integrated Care Board	19	41