

National Cancer Patient Experience Survey

2024 Results

Thames Valley Cancer Alliance

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Executive summary

Questions above expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	87%	83%	86%	85%

Executive summary

Questions below expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	89%	89%	94%	91%

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. 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 or via the OSR website.

The 2024 questionnaire and survey guidance can be found on the website at 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. For all other outputs at trust level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response rate

Overall response rate

2,584 patients responded out of a total of 4,878 patients, resulting in a response rate of 53%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	5,182	4,878	2,584	53%
National	135,429	127,021	64,055	50%

Respondents by survey type

	Number of respondents
Paper	1,919
Online	663
Phone	1
Translation service	1
Total	2,584

Respondents by tumour group

	Number of respondents
Brain / CNS	19
Breast	578
Colorectal / LGT	296
Gynaecological	114
Haematological	397
Head and neck	56
Lung	166
Prostate	346
Sarcoma	25
Skin	101
Upper gastro	129
Urological	165
Other	192
Total	2,584

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	2,179
Irish	25
Gypsy or Irish Traveller	*
Roma	*
Any other White background	106
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	8
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	5
Asian or Asian British	
Indian	31
Pakistani	9
Bangladeshi	*
Chinese	14
Any other Asian background	17
Black / African / Caribbean / Black British	
African	14
Caribbean	21
Any other Black / African / Caribbean background	*
Other Ethnic Group	
Arab	*
Any other ethnic group	*
Not given	
Not given	136
Total	2,584

Expected range charts

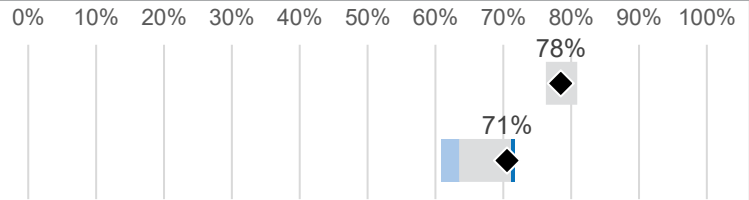
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

SUPPORT FROM YOUR GP PRACTICE

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

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



DIAGNOSTIC TESTS

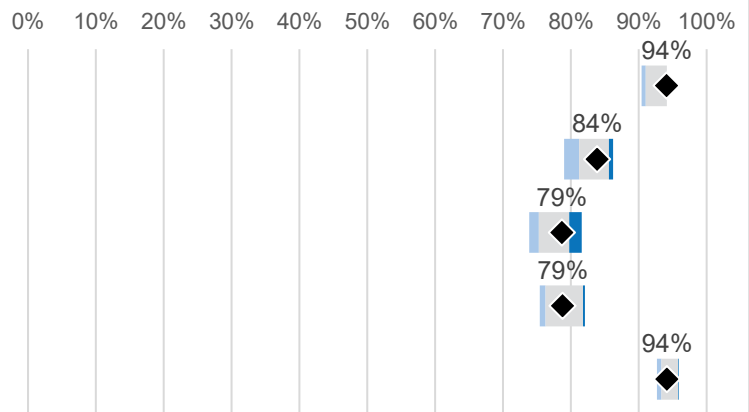
Q5. Patient received all the information needed about the diagnostic test in advance

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

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

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

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



FINDING OUT THAT YOU HAD CANCER

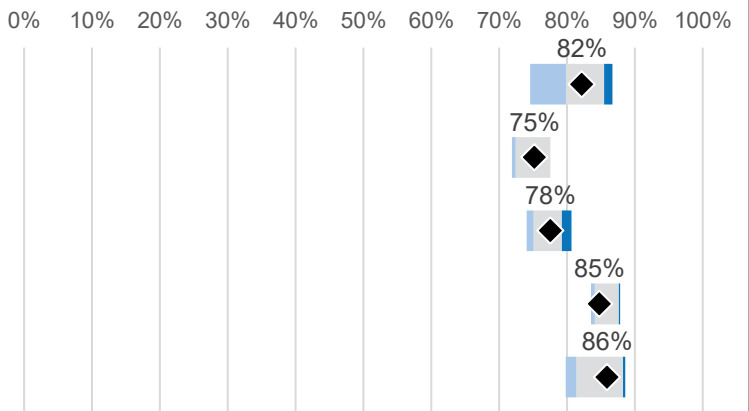
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

Q13. Patient was definitely told sensitively that they had cancer

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

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

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

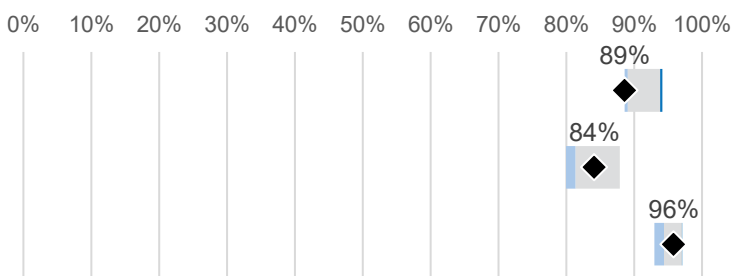


SUPPORT FROM A MAIN CONTACT PERSON

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

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

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



Expected range charts

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

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

DECIDING ON THE BEST TREATMENT

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

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

83%

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

81%

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

87%

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

57%

CARE PLANNING

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

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

73%

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

93%

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

99%

SUPPORT FROM HOSPITAL STAFF

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

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

94%

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

78%

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

72%

HOSPITAL CARE

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

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

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

72%

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

74%

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

77%

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

68%

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

85%

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

89%

Expected range charts

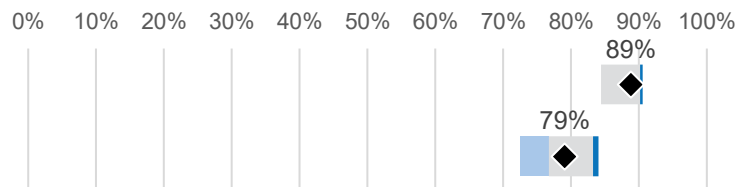
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

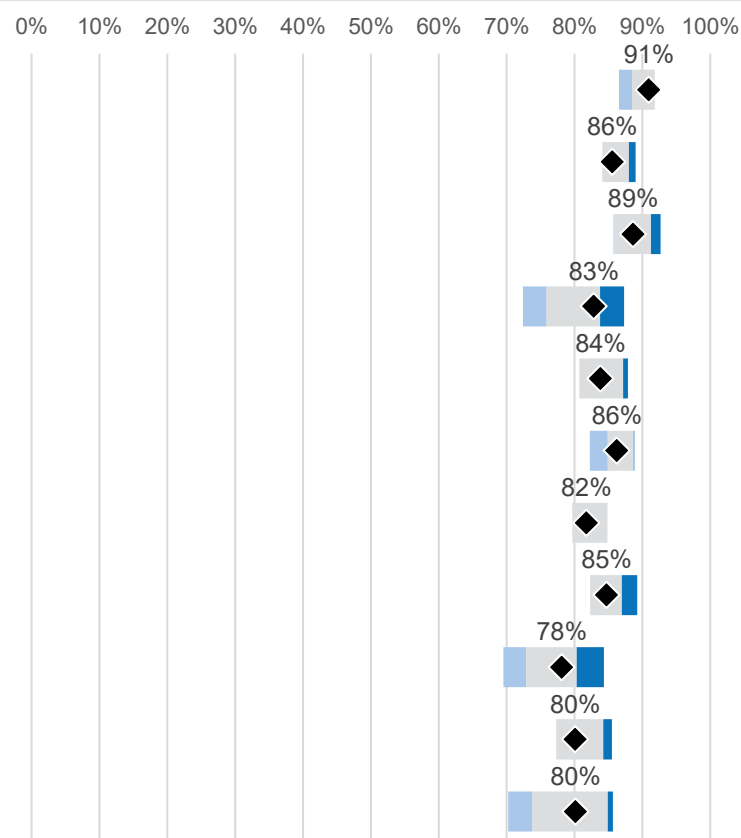
Q42_2. Patient completely had enough understandable information about their response to chemotherapy

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

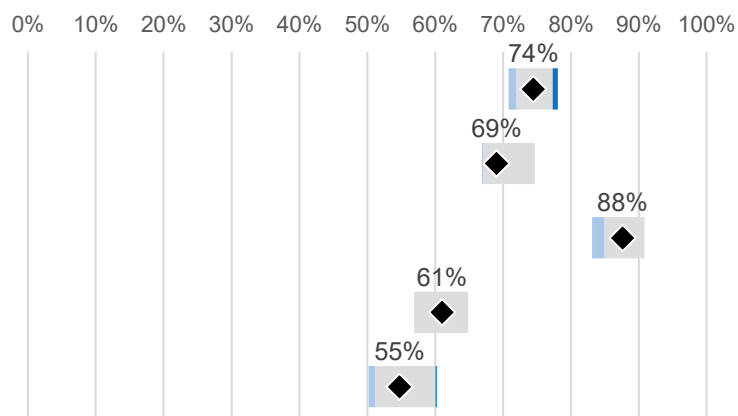
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

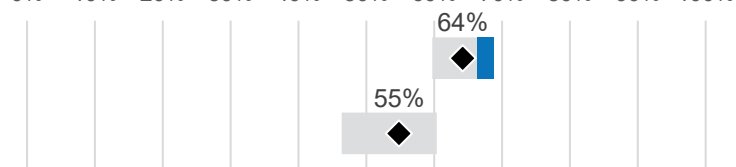
The left outer edge of the bars is the lowest score achieved of all alliances. The right outer edge of the bars is the highest score achieved of all alliances.

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

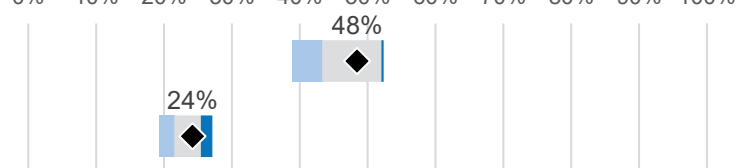


CARE FROM YOUR GP PRACTICE

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



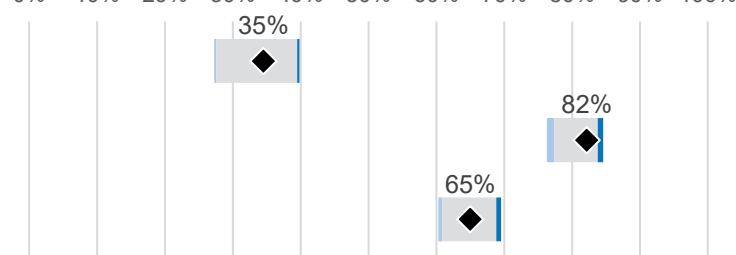
LIVING WITH AND BEYOND CANCER

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

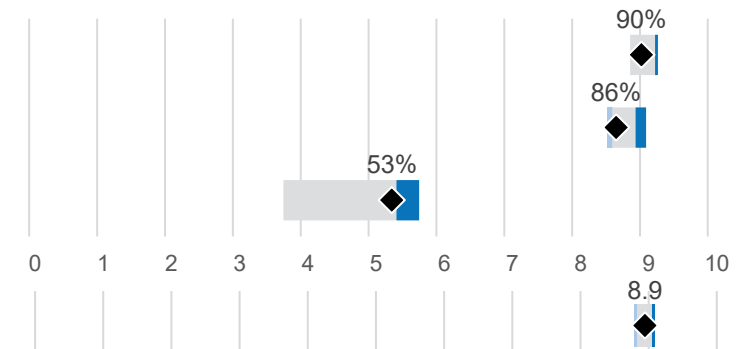
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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	1350	78%	1207	79%			78%	76%	81%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	1829	71%	1684	72%		▲	71%	63%	71%	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	2183	93%	2054	94%			94%	91%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	2259	85%	2150	84%			84%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	2269	77%	2150	78%		▼	79%	75%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	2264	78%	2162	79%			79%	76%	82%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	2277	95%	2159	94%		▼	94%	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	2501	80%	2385	82%		▲	82%	80%	85%	83%
Q13. Patient was definitely told sensitively that they had cancer	2680	72%	2551	75%	▲		75%	72%	78%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	2704	77%	2560	77%			78%	75%	79%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	2684	85%	2557	84%			85%	84%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	2362	84%	2235	86%	▲	▲	86%	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	2586	87%	2423	88%			89%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	2005	84%	1923	84%			84%	81%	88%	85%
Q19. Patient found advice from main contact person was very or quite helpful	2101	96%	2017	96%			96%	94%	97%	96%

Comparability tables

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	2538	84%	2402	83%			83%	81%	85%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	2659	81%	2527	81%			81%	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	2341	84%	2234	87%	▲	▲	87%	83%	86%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	1420	55%	1311	56%			57%	53%	62%	58%

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	2403	72%	2283	72%			73%	70%	77%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	1345	93%	1338	93%			93%	93%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	1056	98%	1036	99%			99%	98%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	2348	92%	2223	94%	▲	▲	94%	90%	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	2676	76%	2542	77%			78%	74%	81%	78%
Q29. Patient was offered information about how to get financial help or benefits	1294	73%	1223	74%			72%	68%	76%	72%

Comparability tables

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

▲ or ▼

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

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	1078	80%	1057	78%		▼	78%	75%	81%	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	892	69%	889	71%		▲	72%	68%	74%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	1056	72%	1038	73%			74%	69%	75%	72%
Q34. Patient was always able to get help from ward staff when needed	1051	73%	1040	76%			77%	70%	78%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	1025	67%	1000	67%			68%	62%	69%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	913	83%	912	84%			85%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	1062	88%	1055	89%		▼	89%	85%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	1039	88%	1022	88%			89%	84%	90%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	2395	79%	2245	79%			79%	77%	83%	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	1342	91%	1215	91%			91%	88%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	1227	87%	1205	85%			86%	84%	88%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	964	89%	910	88%			89%	86%	91%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	559	77%	505	82%	▲		83%	76%	84%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	437	83%	496	84%			84%	81%	87%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	1304	88%	1205	86%			86%	85%	89%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	1230	79%	1201	81%			82%	80%	85%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	955	87%	910	84%			85%	82%	87%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	554	73%	501	78%	▲		78%	73%	80%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	440	78%	495	79%			80%	77%	84%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	2594	81%	2493	80%		▼	80%	74%	85%	79%

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




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	2556	75%	2470	74%			74%	72%	77%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	2412	70%	2339	68%			69%	67%	75%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1957	87%	1918	88%			88%	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	2436	61%	2330	60%			61%	57%	65%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	2081	55%	2024	53%			55%	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	1769	63%	1751	64%		▲	64%	60%	66%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	993	54%	891	55%			55%	46%	60%	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	1601	50%	1504	49%			48%	43%	52%	48%
Q52. Patient has had a review of cancer care by GP practice	2567	25%	2444	24%		▲	24%	21%	25%	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	539	32%	500	35%			35%	28%	40%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	1289	79%	1234	82%			82%	77%	84%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	2217	64%	2085	64%			65%	61%	69%	65%

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

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	2550	89%	2431	90%		▼	90%	89%	92%	90%
Q57. Administration of care was very good or good	2666	87%	2530	86%			86%	86%	89%	88%
Q58. Cancer research opportunities were discussed with patient	1738	51%	1636	53%			53%	37%	54%	46%
Q59. Patient's average rating of care scored from very poor to very good	2618	8.9	2473	8.9			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	*	88%	84%	67%	67%	74%	73%	80%	46%	89%	79%	82%	71%	79%										
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	86%	75%	59%	58%	76%	58%	77%	67%	74%	61%	68%	71%	72%										

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	82%	94%	95%	93%	94%	96%	95%	95%	85%	94%	92%	94%	95%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	69%	86%	85%	69%	84%	80%	82%	91%	76%	81%	84%	85%	81%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	69%	79%	82%	58%	88%	69%	78%	82%	71%	72%	77%	75%	66%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	54%	83%	78%	67%	76%	70%	80%	84%	71%	76%	78%	81%	76%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	85%	95%	91%	90%	93%	96%	95%	97%	90%	97%	91%	93%	96%	94%

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	100%	87%	83%	76%	79%	86%	86%	84%	83%	76%	81%	68%	77%	82%
Q13. Patient was definitely told sensitively that they had cancer	61%	81%	69%	70%	73%	66%	80%	79%	72%	72%	75%	69%	66%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	58%	81%	80%	73%	72%	66%	80%	84%	76%	76%	80%	76%	68%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	58%	91%	79%	81%	82%	89%	89%	88%	83%	88%	80%	81%	77%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	94%	91%	84%	84%	83%	91%	84%	92%	77%	85%	75%	82%	78%	86%

Tumour group tables

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

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q17. Patient had a main point of contact within the care team	100%	88%	89%	96%	94%	90%	90%	85%	78%	89%	86%	80%	84%
Q18. Patient found it very or quite easy to contact their main contact person	83%	86%	83%	80%	86%	88%	88%	82%	76%	90%	85%	73%	80%
Q19. Patient found advice from main contact person was very or quite helpful	100%	94%	96%	96%	97%	95%	98%	97%	94%	95%	96%	94%	95%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q20. Treatment options were explained in a way the patient could completely understand	71%	84%	85%	81%	81%	78%	82%	84%	79%	87%	86%	82%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	68%	82%	81%	71%	80%	76%	80%	84%	67%	84%	83%	82%	78%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	86%	86%	85%	88%	88%	86%	90%	89%	90%	82%	86%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	58%	55%	52%	49%	59%	74%	59%	61%	45%	45%	54%	62%	45%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	50%	75%	71%	63%	74%	76%	71%	75%	61%	78%	70%	67%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	91%	95%	98%	96%	94%	96%	93%	100%	94%	93%	88%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	99%	98%	98%	100%	100%	99%	98%	100%	100%	100%	98%	99%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q27. Staff provided the patient with relevant information on available support	95%	95%	94%	97%	96%	98%	90%	95%	80%	98%	91%	87%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	75%	78%	69%	83%	84%	77%	82%	60%	85%	76%	73%	68%
Q29. Patient was offered information about how to get financial help or benefits	67%	76%	76%	77%	78%	80%	76%	68%	53%	76%	71%	59%	72%

Tumour group tables

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HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	90%	71%	79%	65%	83%	77%	82%	83%	67%	88%	78%	77%	77%	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	80%	65%	72%	52%	80%	71%	75%	73%	85%	53%	71%	70%	66%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	80%	75%	72%	63%	73%	71%	79%	77%	60%	61%	83%	66%	73%	73%
Q34. Patient was always able to get help from ward staff when needed	90%	74%	74%	57%	78%	77%	76%	83%	67%	84%	81%	74%	76%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	58%	67%	47%	69%	78%	79%	76%	60%	58%	72%	65%	69%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	*	82%	83%	85%	88%	87%	88%	88%	73%	83%	83%	82%	80%	84%
Q37. Patient was always treated with respect and dignity while in hospital	90%	83%	91%	79%	90%	94%	92%	93%	73%	84%	89%	92%	89%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	92%	88%	85%	89%	83%	87%	89%	87%	78%	90%	91%	85%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	67%	74%	76%	71%	85%	89%	80%	87%	75%	78%	80%	77%	73%	79%

YOUR TREATMENT	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	93%	91%	91%	87%	93%	84%	98%	91%	90%	94%	88%	89%	90%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	86%	85%	83%	84%	71%	80%	93%	*	*	86%	79%	87%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	100%	88%	87%	75%	88%	77%	85%	93%	85%	*	96%	86%	83%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	78%	*	*	*	*	*	89%	*	*	*	*	72%	82%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	77%	86%	95%	87%	*	88%	*	*	90%	67%	88%	78%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	57%	87%	88%	78%	86%	84%	90%	87%	90%	92%	84%	86%	83%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	53%	81%	81%	78%	84%	73%	77%	85%	*	*	79%	76%	81%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	73%	86%	83%	74%	82%	79%	79%	85%	85%	*	96%	82%	83%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	73%	*	*	*	*	*	85%	*	*	*	*	63%	78%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	74%	78%	75%	82%	*	80%	*	*	87%	72%	83%	76%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	73%	85%	73%	77%	76%	83%	91%	88%	87%	84%	82%	74%	80%

Tumour group tables

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

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	65%	75%	75%	72%	71%	65%	71%	80%	82%	76%	72%	75%	70%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	56%	67%	72%	64%	70%	68%	69%	73%	82%	72%	65%	68%	59%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	80%	87%	91%	88%	89%	88%	86%	86%	93%	93%	88%	87%	86%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	47%	57%	63%	45%	57%	63%	59%	75%	59%	67%	58%	62%	47%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	47%	50%	57%	47%	56%	65%	58%	61%	50%	61%	48%	51%	39%	53%

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	63%	62%	68%	58%	67%	75%	63%	61%	67%	69%	65%	60%	58%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	53%	63%	49%	59%	53%	55%	62%	46%	63%	52%	40%	52%	55%

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	43%	50%	48%	50%	51%	52%	49%	48%	57%	50%	43%	45%	44%	49%
Q52. Patient has had a review of cancer care by GP practice	13%	25%	29%	25%	19%	30%	27%	25%	41%	22%	24%	22%	17%	24%

Tumour group tables

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

LIVING WITH AND BEYOND CANCER															Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All													
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	35%	45%	43%	34%	35%	20%	37%	50%	*	38%	19%	25%	35%													
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	83%	80%	77%	89%	86%	82%	82%	94%	91%	79%	79%	69%	82%													
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	56%	57%	66%	63%	72%	58%	70%	66%	59%	79%	61%	67%	55%	64%													

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	82%	90%	91%	87%	92%	89%	89%	90%	88%	95%	86%	92%	87%	90%															
Q57. Administration of care was very good or good	71%	87%	87%	76%	89%	85%	91%	87%	83%	87%	83%	85%	83%	86%															
Q58. Cancer research opportunities were discussed with patient	67%	50%	52%	39%	66%	54%	49%	47%	79%	55%	64%	45%	46%	53%															
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.9	9.0	8.6	9.1	9.0	9.0	9.0	8.8	9.1	9.0	8.9	8.5	8.9															

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	*	60%	65%	74%	77%	81%	81%	82%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	67%	76%	72%	74%	72%	69%	73%	72%

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	*	93%	92%	89%	96%	94%	95%	93%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	80%	78%	82%	85%	84%	86%	81%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	53%	60%	67%	77%	78%	83%	86%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	47%	62%	69%	82%	79%	81%	78%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	100%	90%	90%	94%	94%	96%	94%	94%

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	*	73%	81%	76%	80%	81%	84%	87%	82%
Q13. Patient was definitely told sensitively that they had cancer	*	69%	68%	67%	73%	72%	79%	88%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	75%	67%	70%	78%	77%	79%	86%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	88%	75%	79%	83%	85%	86%	91%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	85%	88%	88%	91%	84%	84%	82%	86%

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	*	81%	88%	88%	90%	87%	89%	88%	88%
Q18. Patient found it very or quite easy to contact their main contact person	*	85%	89%	79%	84%	85%	85%	78%	84%
Q19. Patient found advice from main contact person was very or quite helpful	*	100%	97%	91%	94%	96%	98%	93%	96%

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	*	87%	76%	79%	80%	84%	85%	86%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	75%	68%	76%	79%	81%	84%	83%	81%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	73%	79%	82%	88%	88%	86%	91%	87%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	70%	43%	55%	61%	54%	55%	53%	56%

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	*	67%	77%	66%	75%	70%	73%	79%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	91%	91%	92%	94%	94%	96%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	98%	98%	99%	99%	100%	99%

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	*	80%	91%	93%	95%	93%	95%	95%	94%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	53%	69%	67%	75%	77%	81%	85%	77%
Q29. Patient was offered information about how to get financial help or benefits	*	64%	84%	76%	76%	71%	73%	64%	74%

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	*	73%	62%	64%	74%	80%	84%	86%	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	*	*	66%	66%	65%	70%	77%	81%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	73%	62%	67%	73%	73%	78%	73%	73%
Q34. Patient was always able to get help from ward staff when needed	*	82%	63%	66%	72%	76%	82%	81%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	73%	62%	61%	61%	67%	73%	71%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	*	80%	70%	77%	79%	86%	91%	89%	84%
Q37. Patient was always treated with respect and dignity while in hospital	*	82%	79%	81%	87%	91%	91%	90%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	91%	85%	86%	89%	87%	91%	85%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	57%	70%	71%	79%	78%	83%	83%	79%

Age group tables

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

YOUR TREATMENT	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	85%	88%	91%	91%	94%	89%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	80%	82%	86%	88%	83%	85%	90%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	77%	86%	90%	87%	90%	89%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	53%	69%	82%	87%	87%	83%	82%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	82%	80%	86%	82%	85%	88%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	85%	77%	86%	86%	89%	92%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	70%	73%	79%	83%	78%	83%	96%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	81%	78%	86%	83%	86%	90%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	47%	69%	72%	85%	83%	74%	78%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	91%	70%	86%	76%	82%	78%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	67%	64%	69%	82%	80%	84%	79%	80%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	93%	67%	71%	77%	76%	71%	69%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	60%	63%	64%	71%	69%	68%	66%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	93%	85%	85%	87%	88%	90%	82%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	67%	53%	54%	60%	61%	61%	60%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	69%	52%	45%	56%	51%	56%	55%	53%

SUPPORT WHILE AT HOME	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	64%	57%	57%	62%	63%	68%	71%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	58%	50%	57%	52%	58%	56%	55%

CARE FROM YOUR GP PRACTICE	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	51%	52%	48%	46%	49%	58%	49%
Q52. Patient has had a review of cancer care by GP practice	*	31%	26%	27%	25%	24%	21%	27%	24%

Age group tables

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

LIVING WITH AND BEYOND CANCER									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	32%	36%	33%	34%	37%	32%	35%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	68%	80%	82%	82%	84%	84%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	29%	56%	52%	60%	67%	68%	73%	64%

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	*	100%	87%	85%	89%	91%	91%	91%	90%
Q57. Administration of care was very good or good	*	80%	83%	81%	86%	86%	88%	87%	86%
Q58. Cancer research opportunities were discussed with patient	*	*	47%	48%	58%	54%	50%	47%	53%
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	8.5	8.6	9.0	9.0	9.0	8.8	8.9

‘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	78%	80%	*	*	*	75%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	73%	69%	*	*	*	90%	72%

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	93%	95%	*	*	*	91%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	87%	*	*	*	85%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	81%	*	*	*	73%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	78%	*	*	*	83%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	95%	*	*	*	97%	94%

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

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	88%	88%	*	*	*	92%	88%
Q18. Patient found it very or quite easy to contact their main contact person	84%	84%	*	*	*	79%	84%
Q19. Patient found advice from main contact person was very or quite helpful	95%	97%	*	*	*	97%	96%

‘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	82%	85%	*	*	*	83%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	83%	*	*	*	83%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	89%	*	*	*	91%	87%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	50%	62%	*	*	*	59%	56%

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	71%	73%	*	*	*	75%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	*	*	*	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	*	*	*	100%	99%

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	93%	95%	*	*	*	95%	94%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	81%	*	*	*	76%	77%
Q29. Patient was offered information about how to get financial help or benefits	74%	73%	*	*	*	72%	74%

‘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	74%	82%	*	*	*	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	65%	76%	*	*	*	77%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	72%	74%	*	*	*	69%	73%
Q34. Patient was always able to get help from ward staff when needed	71%	81%	*	*	*	74%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	75%	*	*	*	57%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	86%	*	*	*	81%	84%
Q37. Patient was always treated with respect and dignity while in hospital	85%	93%	*	*	*	89%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	90%	*	*	*	85%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	84%	*	*	*	83%	79%

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

'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	73%	76%	*	*	*	66%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	70%	*	*	*	68%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	89%	*	*	*	90%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	66%	*	*	*	63%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	58%	*	*	*	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	59%	68%	*	*	*	69%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	61%	*	*	*	66%	55%

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	47%	50%	*	*	*	52%	49%
Q52. Patient has had a review of cancer care by GP practice	23%	24%	*	*	*	35%	24%

LIVING WITH AND BEYOND CANCER							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	32%	39%	*	*	*	39%	35%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	85%	*	*	*	86%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	70%	*	*	*	65%	64%

‘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	89%	91%	*	*	*	94%	90%
Q57. Administration of care was very good or good	85%	87%	*	*	*	92%	86%
Q58. Cancer research opportunities were discussed with patient	52%	53%	*	*	*	61%	53%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	*	*	*	9.2	8.9

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	80%	*	56%	75%	*	74%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	72%	*	68%	59%	*	80%	72%

DIAGNOSTIC TESTS							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	95%	67%	91%	94%	*	91%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	64%	75%	79%	*	83%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	92%	69%	77%	*	72%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	67%	69%	71%	*	81%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	92%	96%	90%	*	97%	94%

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	81%	83%	94%	67%	*	83%	82%
Q13. Patient was definitely told sensitively that they had cancer	75%	72%	77%	67%	*	73%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	65%	81%	71%	*	77%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	94%	89%	87%	*	84%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	85%	92%	94%	89%	*	86%	86%

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	88%	83%	97%	94%	*	91%	88%
Q18. Patient found it very or quite easy to contact their main contact person	84%	92%	86%	75%	*	79%	84%
Q19. Patient found advice from main contact person was very or quite helpful	96%	92%	94%	94%	*	94%	96%

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	84%	71%	81%	71%	*	78%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	72%	75%	75%	*	81%	81%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	87%	71%	84%	88%	*	92%	87%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	67%	51%	43%	*	51%	56%

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	72%	80%	72%	76%	*	71%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	90%	95%	95%	*	89%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	100%	95%	*	100%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	94%	88%	96%	100%	*	94%	94%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	76%	76%	83%	*	76%	77%
Q29. Patient was offered information about how to get financial help or benefits	74%	55%	78%	70%	*	65%	74%

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	78%	73%	76%	74%	*	84%	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	70%	*	76%	69%	*	79%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	91%	77%	63%	*	66%	73%
Q34. Patient was always able to get help from ward staff when needed	75%	80%	80%	95%	*	77%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	68%	60%	64%	58%	*	62%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	*	78%	82%	*	83%	84%
Q37. Patient was always treated with respect and dignity while in hospital	89%	82%	89%	95%	*	87%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	82%	93%	89%	*	89%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	76%	76%	79%	*	79%	79%

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	91%	73%	95%	91%	*	91%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	*	91%	82%	*	79%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	*	97%	91%	*	90%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	82%	*	83%	*	*	96%	82%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	*	83%	*	*	80%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	82%	79%	77%	*	84%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	*	82%	81%	*	75%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	*	86%	80%	*	80%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	77%	*	82%	*	*	86%	78%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	80%	*	69%	*	*	70%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	81%	69%	68%	81%	*	77%	80%

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	75%	65%	78%	58%	*	65%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	76%	64%	65%	*	68%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	88%	91%	85%	*	86%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	60%	65%	66%	50%	*	62%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	56%	58%	47%	*	54%	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	63%	57%	76%	66%	*	64%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	54%	77%	71%	29%	*	57%	55%

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	48%	73%	51%	45%	*	49%	49%
Q52. Patient has had a review of cancer care by GP practice	22%	13%	47%	44%	*	28%	24%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	34%	*	37%	*	*	37%	35%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	82%	91%	93%	68%	*	80%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	60%	55%	48%	*	64%	64%

YOUR OVERALL NHS CARE							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	90%	83%	96%	91%	*	93%	90%
Q57. Administration of care was very good or good	85%	89%	93%	94%	*	90%	86%
Q58. Cancer research opportunities were discussed with patient	53%	64%	52%	48%	*	56%	53%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	8.8	8.2	*	8.9	8.9

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	64%	69%	76%	80%	80%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	71%	68%	73%	72%	72%

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	98%	95%	92%	93%	95%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	87%	86%	83%	85%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	71%	80%	81%	79%	78%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	78%	79%	76%	81%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	94%	96%	94%	94%	94%

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	83%	83%	83%	82%	81%	82%
Q13. Patient was definitely told sensitively that they had cancer	69%	78%	74%	74%	75%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	75%	77%	77%	78%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	74%	85%	87%	85%	84%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	88%	82%	88%	85%	86%	86%

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	93%	90%	90%	89%	87%	88%
Q18. Patient found it very or quite easy to contact their main contact person	80%	86%	83%	82%	85%	84%
Q19. Patient found advice from main contact person was very or quite helpful	96%	97%	95%	95%	96%	96%

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	80%	83%	83%	82%	84%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	79%	80%	79%	82%	81%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	87%	85%	90%	86%	87%	87%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	63%	53%	54%	56%	56%	56%

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	83%	73%	78%	69%	72%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	97%	94%	93%	92%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	98%	99%	99%	99%	99%

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	98%	93%	93%	94%	94%	94%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	81%	70%	81%	74%	78%	77%
Q29. Patient was offered information about how to get financial help or benefits	73%	75%	71%	74%	74%	74%

HOSPITAL CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	72%	69%	75%	81%	79%	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	65%	66%	76%	71%	70%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	75%	70%	75%	75%	72%	73%
Q34. Patient was always able to get help from ward staff when needed	74%	75%	77%	75%	76%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	58%	72%	66%	67%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	82%	85%	84%	84%	84%
Q37. Patient was always treated with respect and dignity while in hospital	89%	85%	86%	90%	89%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	94%	85%	89%	89%	88%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	80%	78%	80%	77%	80%	79%

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	85%	93%	91%	90%	91%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	91%	80%	87%	84%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	94%	88%	89%	86%	89%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	90%	83%	86%	75%	86%	82%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	100%	90%	88%	80%	83%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	84%	88%	85%	86%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	88%	86%	83%	78%	81%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	88%	86%	82%	83%	85%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	90%	83%	81%	70%	81%	78%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	100%	72%	82%	79%	79%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	85%	80%	80%	81%	79%	80%

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	73%	73%	74%	72%	75%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	68%	69%	67%	69%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	89%	90%	86%	88%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	72%	63%	61%	59%	59%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	63%	54%	53%	53%	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	70%	57%	63%	61%	66%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	59%	51%	53%	53%	57%	55%

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	43%	45%	43%	50%	50%	49%
Q52. Patient has had a review of cancer care by GP practice	29%	27%	22%	24%	23%	24%

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	33%	27%	36%	36%	35%	35%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	92%	77%	81%	81%	83%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	72%	61%	68%	63%	64%	64%

YOUR OVERALL NHS CARE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	92%	85%	91%	89%	91%	90%
Q57. Administration of care was very good or good	94%	88%	84%	86%	86%	86%
Q58. Cancer research opportunities were discussed with patient	58%	50%	52%	52%	54%	53%
Q59. Patient's average rating of care scored from very poor to very good	9.1	8.8	9.0	8.9	9.0	8.9

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	78%	80%	73%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	73%	75%	72%

DIAGNOSTIC TESTS		Long-term condition status		
	Yes	No	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	94%	96%	91%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	86%	81%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	76%	72%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	80%	79%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	94%	94%	94%

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

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	88%	88%	92%	88%
Q18. Patient found it very or quite easy to contact their main contact person	83%	86%	81%	84%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	96%	96%

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	82%	85%	78%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	82%	80%	81%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	87%	88%	87%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	59%	51%	56%

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	70%	77%	71%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	98%	99%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	93%	95%	94%	94%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	79%	72%	77%
Q29. Patient was offered information about how to get financial help or benefits	70%	80%	73%	74%

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	78%	78%	76%	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	70%	72%	74%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	74%	70%	73%
Q34. Patient was always able to get help from ward staff when needed	75%	78%	67%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	69%	58%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	87%	77%	84%
Q37. Patient was always treated with respect and dignity while in hospital	88%	91%	84%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	91%	80%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	81%	80%	79%

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	80%	70%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	71%	66%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	91%	88%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	62%	61%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	57%	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	62%	68%	64%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	54%	58%	52%	55%

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	48%	49%	51%	49%
Q52. Patient has had a review of cancer care by GP practice	24%	22%	28%	24%

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	35%	36%	27%	35%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	84%	81%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	67%	57%	64%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	89%	91%	94%	90%
Q57. Administration of care was very good or good	85%	88%	87%	86%
Q58. Cancer research opportunities were discussed with patient	51%	56%	57%	53%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	9.0	8.9

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	82%	79%	66%	80%	73%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	74%	65%	73%	75%	72%

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	94%	93%	93%	96%	91%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	86%	84%	77%	86%	81%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	79%	82%	76%	72%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	78%	73%	80%	79%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	95%	90%	94%	94%	94%

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

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	90%	86%	88%	88%	92%	88%
Q18. Patient found it very or quite easy to contact their main contact person	84%	84%	78%	86%	81%	84%
Q19. Patient found advice from main contact person was very or quite helpful	96%	95%	96%	96%	96%	96%

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	85%	81%	76%	85%	78%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	80%	75%	82%	80%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	88%	86%	83%	87%	88%	87%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	54%	52%	59%	51%	56%

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	71%	71%	64%	77%	71%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	92%	91%	94%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	98%	99%	98%	99%

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	95%	92%	91%	95%	94%	94%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	80%	74%	74%	79%	72%	77%
Q29. Patient was offered information about how to get financial help or benefits	74%	70%	63%	80%	73%	74%

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	81%	76%	72%	78%	76%	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	71%	72%	62%	72%	74%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	72%	75%	72%	74%	70%	73%
Q34. Patient was always able to get help from ward staff when needed	79%	73%	67%	78%	67%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	73%	65%	53%	69%	58%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	84%	77%	87%	77%	84%
Q37. Patient was always treated with respect and dignity while in hospital	91%	84%	85%	91%	84%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	89%	80%	91%	80%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	80%	78%	71%	81%	80%	79%

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

Number of long-term conditions tables

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

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	70%	68%	80%	70%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	66%	63%	71%	66%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	86%	81%	91%	88%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	58%	58%	62%	61%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	50%	51%	57%	50%	53%

	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%	63%	54%	68%	64%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	56%	57%	46%	58%	52%	55%

	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	50%	47%	44%	49%	51%	49%
Q52. Patient has had a review of cancer care by GP practice	24%	25%	24%	22%	28%	24%

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	39%	32%	31%	36%	27%	35%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	84%	83%	73%	84%	81%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	61%	62%	67%	57%	64%

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	90%	90%	84%	91%	94%	90%
Q57. Administration of care was very good or good	86%	85%	85%	88%	87%	86%
Q58. Cancer research opportunities were discussed with patient	54%	46%	50%	56%	57%	53%
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.9	8.8	9.0	9.0	8.9

Year on year charts

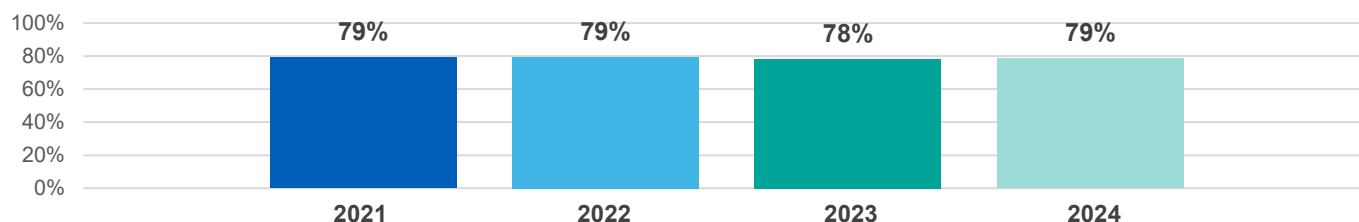
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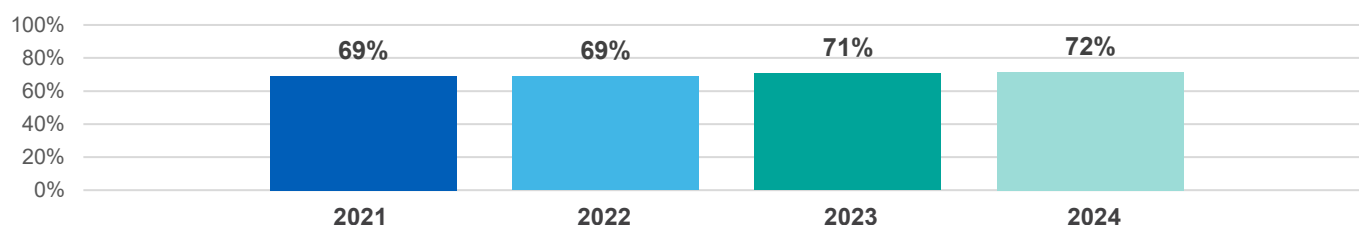
The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

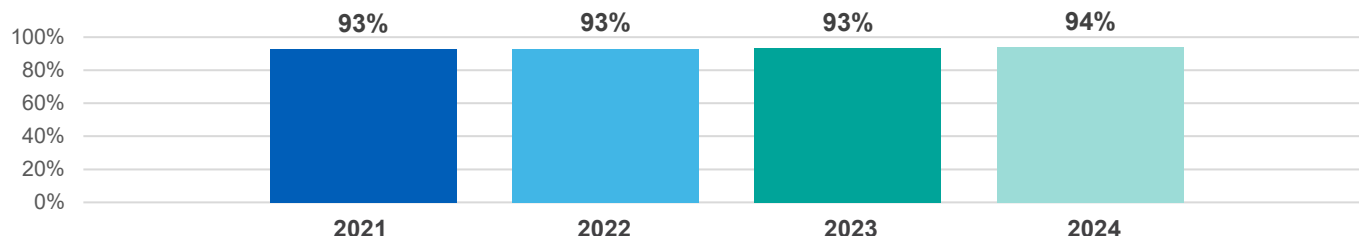


Q3. Referral for diagnosis was explained in a way the patient could completely understand

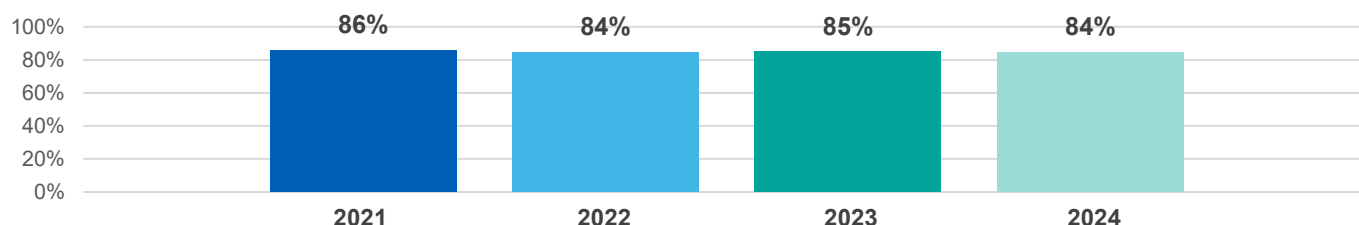


DIAGNOSTIC TESTS

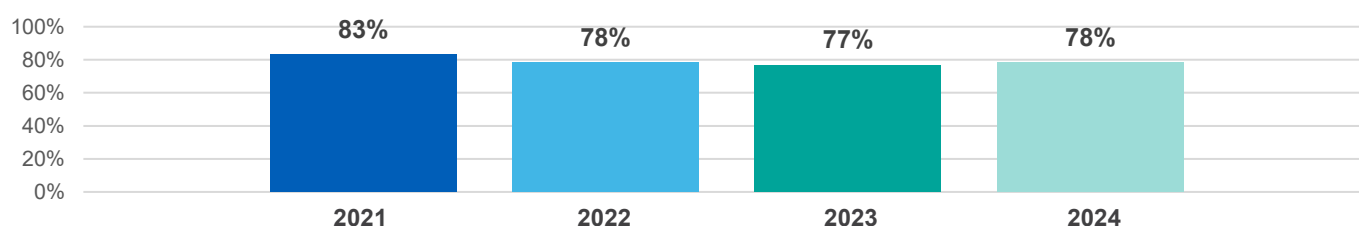
Q5. Patient received all the information needed about the diagnostic test in advance



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



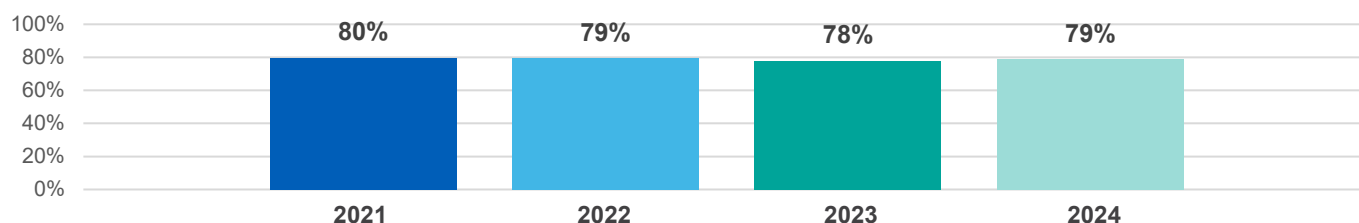
Year on year charts

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

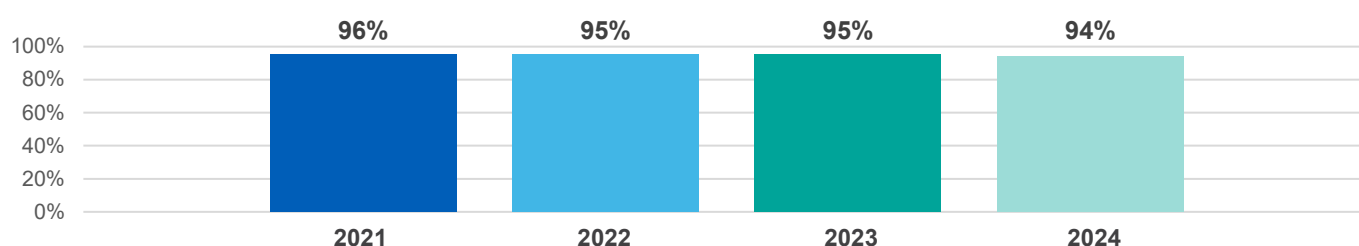
- No score available.

The scores are unadjusted and based on England scores only.

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

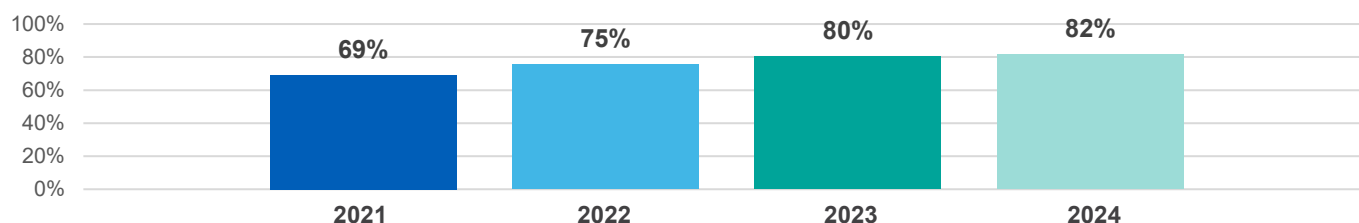


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

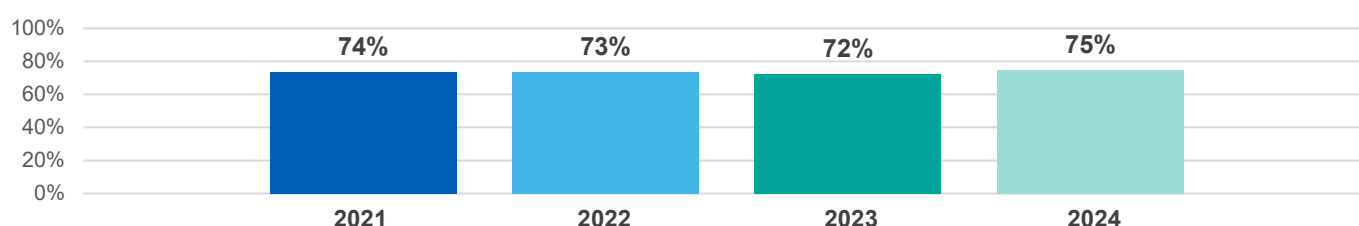


FINDING OUT THAT YOU HAD CANCER

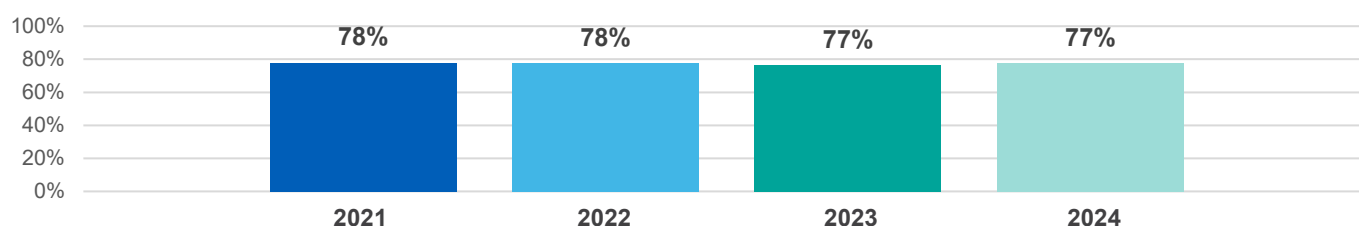
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



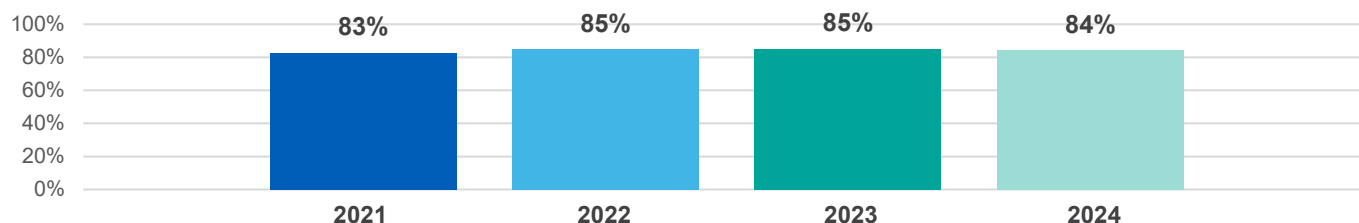
Year on year charts

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

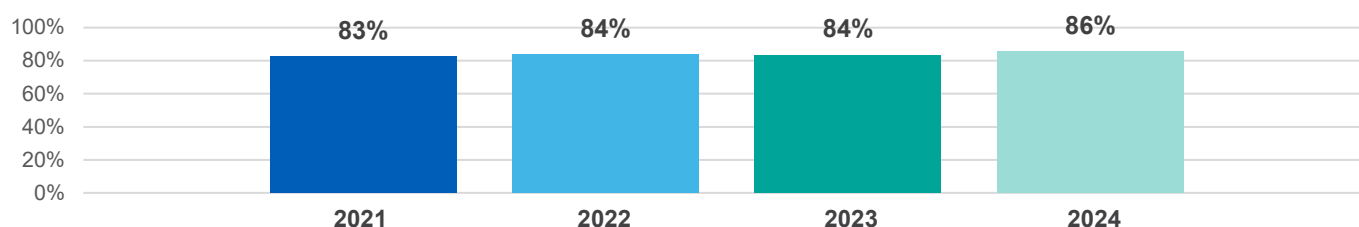
- No score available.

The scores are unadjusted and based on England scores only.

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

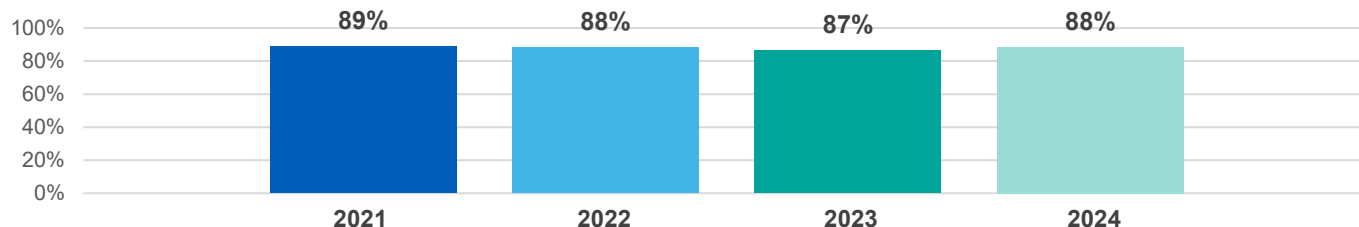


Q16. Patient was told they could go back later for more information about their diagnosis

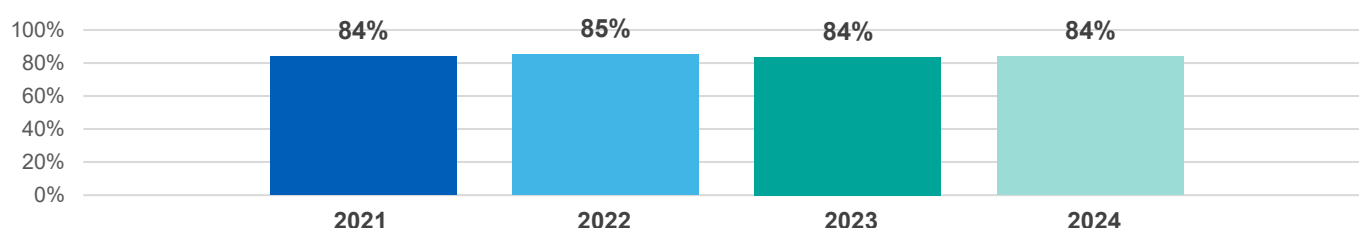


SUPPORT FROM A MAIN CONTACT PERSON

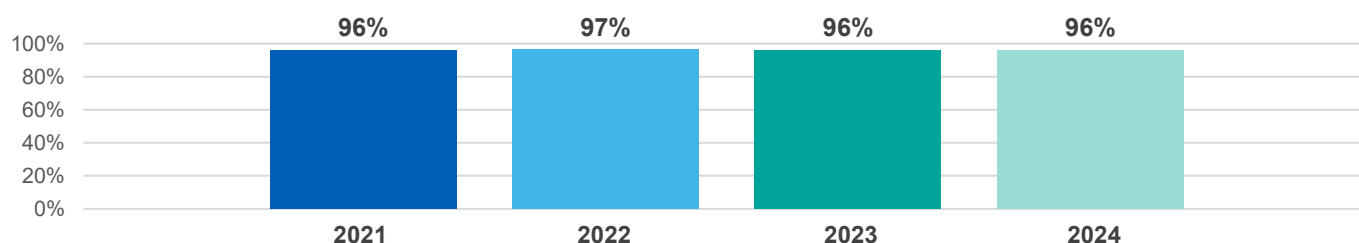
Q17. Patient had a main point of contact within the care team



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

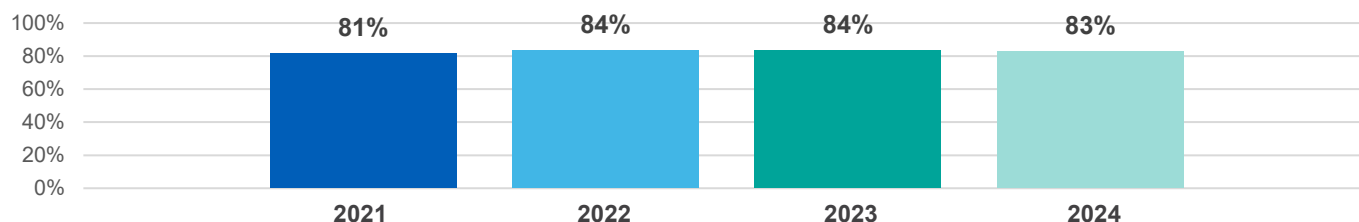
* Indicates where a score is not available due to suppression or a low base size.

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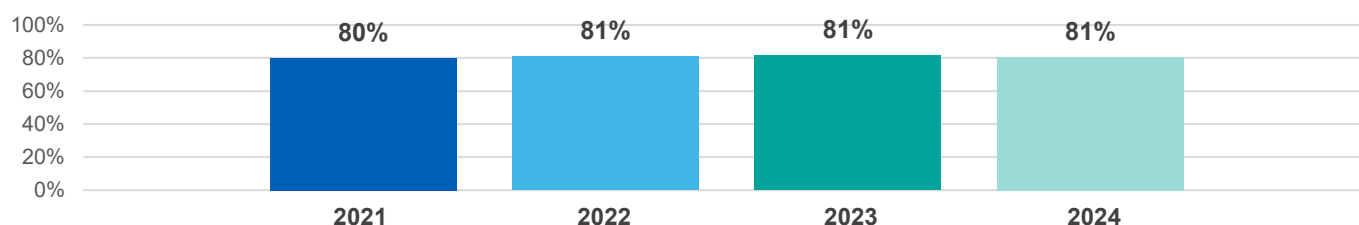
The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

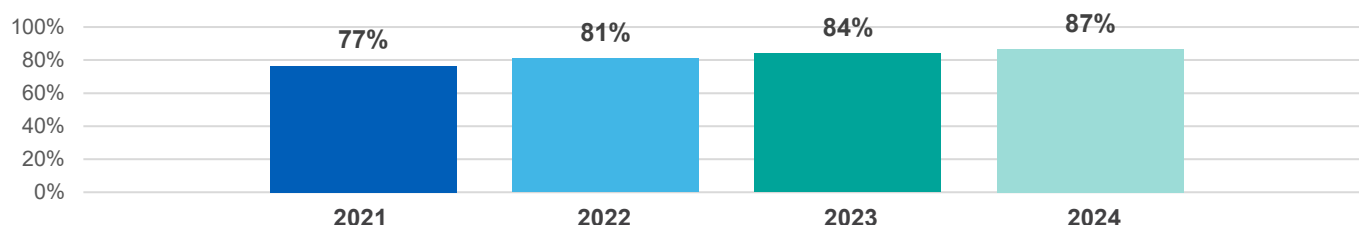
Q20. Treatment options were explained in a way the patient could completely understand



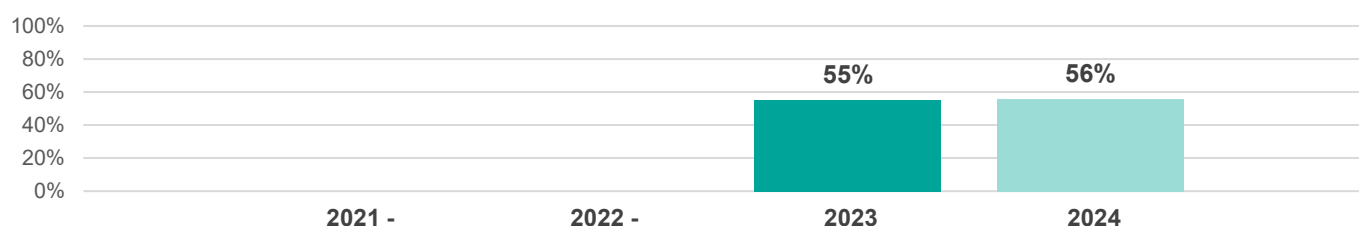
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

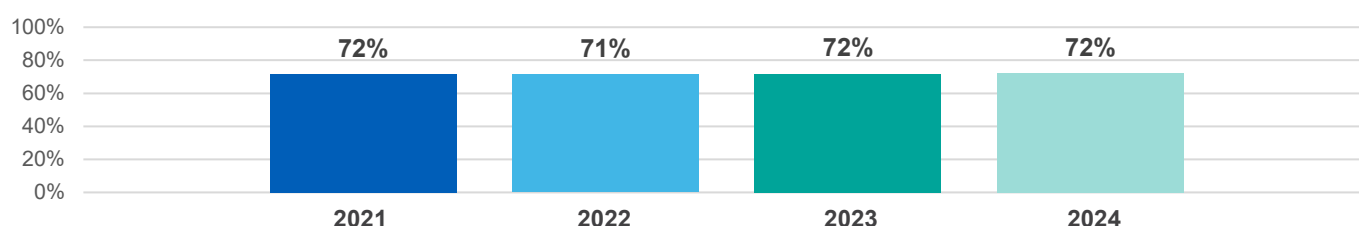


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



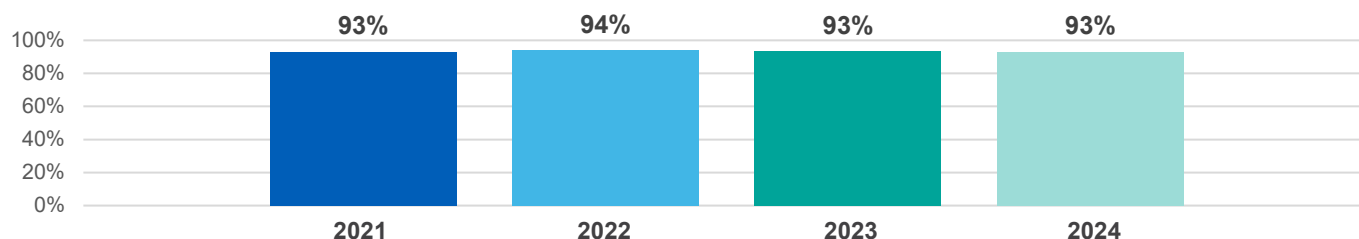
Year on year charts

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

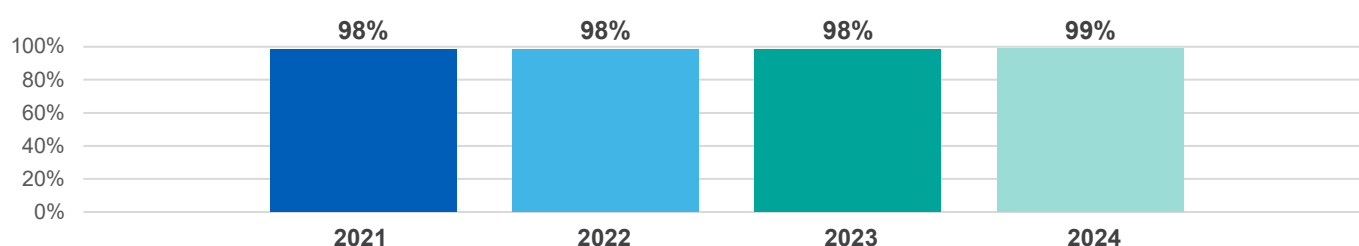
- No score available.

The scores are unadjusted and based on England scores only.

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

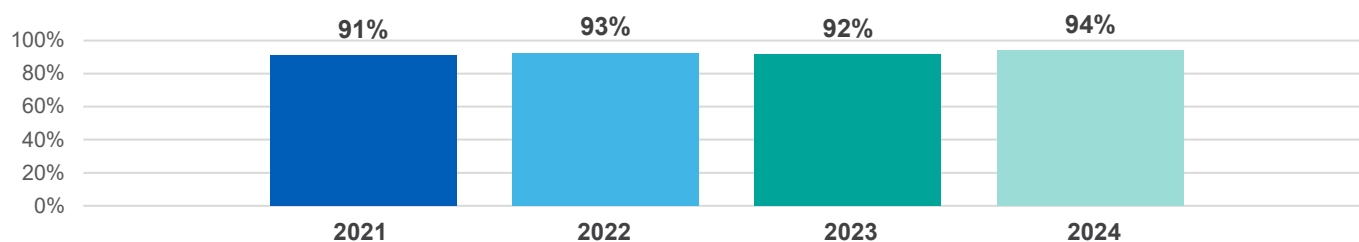


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

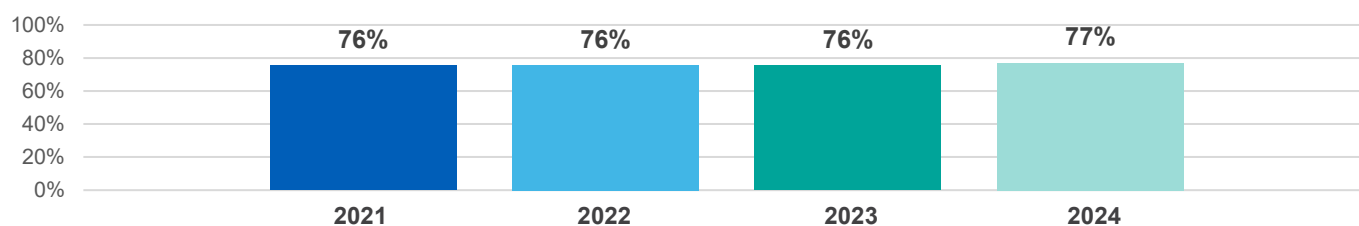


SUPPORT FROM HOSPITAL STAFF

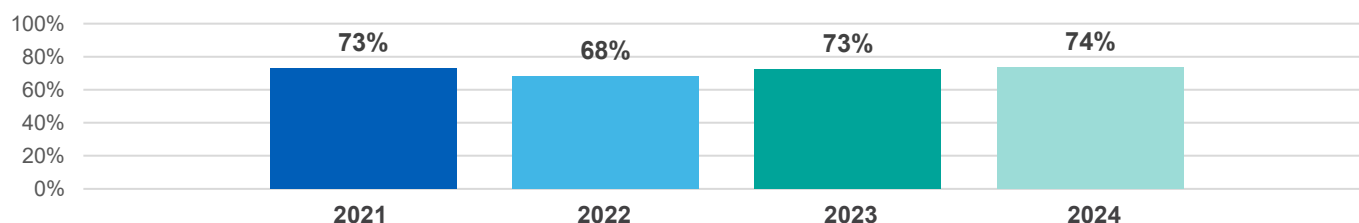
Q27. Staff provided the patient with relevant information on available support



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

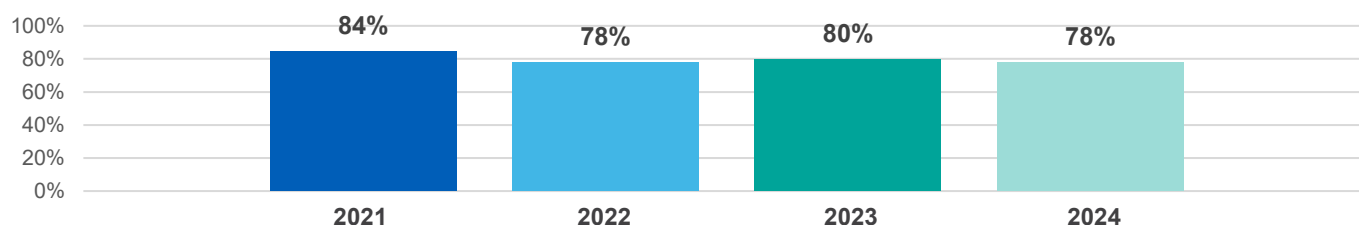
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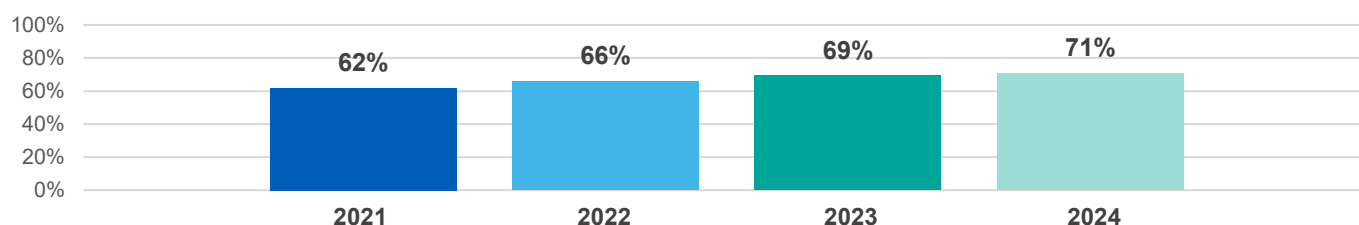
The scores are unadjusted and based on England scores only.

HOSPITAL CARE

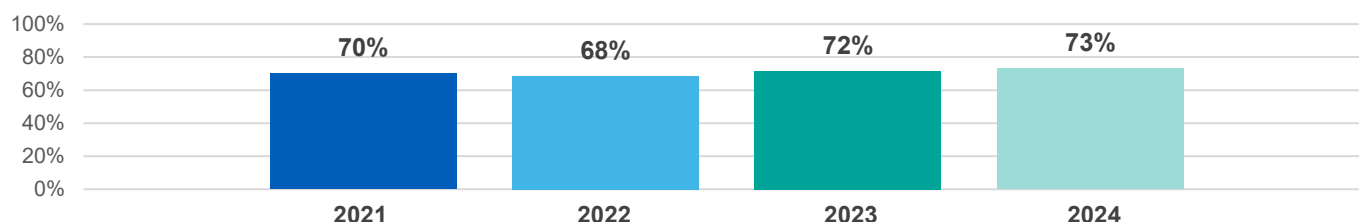
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



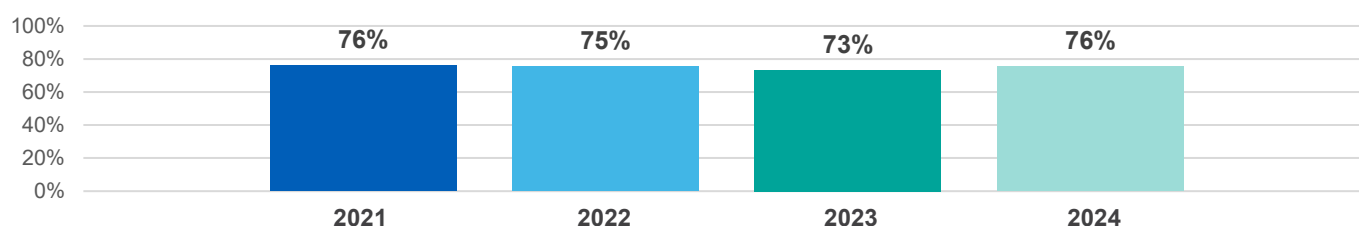
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



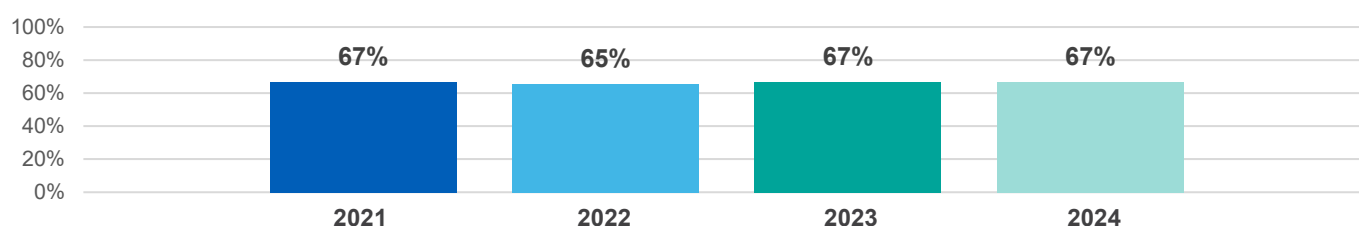
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



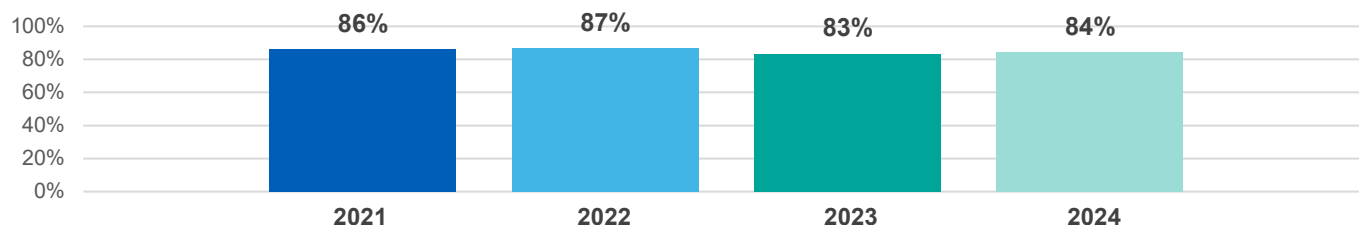
Year on year charts

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

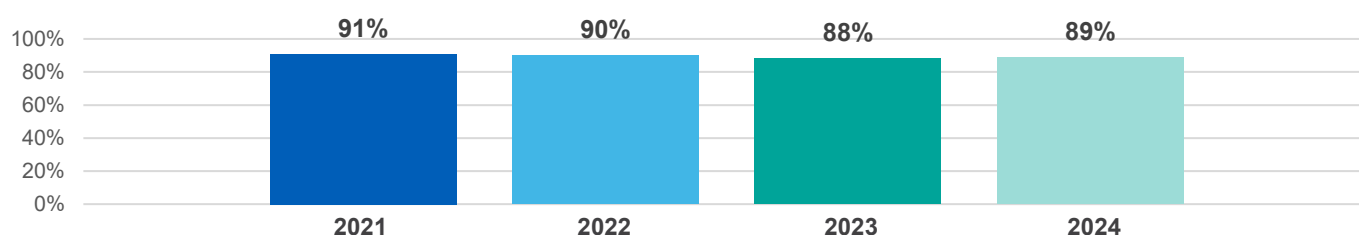
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The scores are unadjusted and based on England scores only.

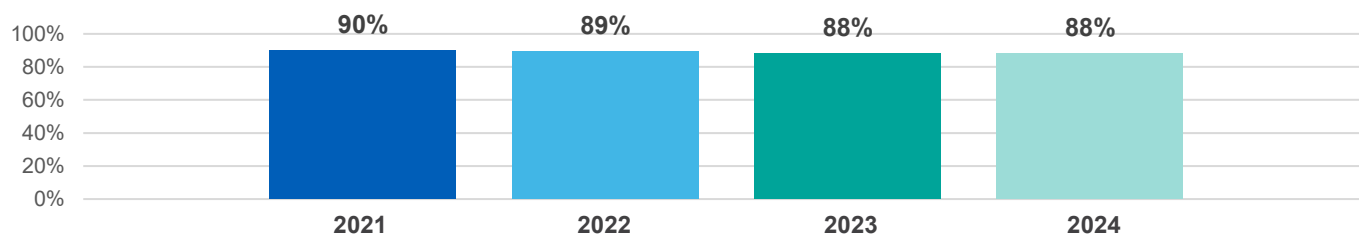
Q36. Hospital staff always did everything they could to help the patient control pain



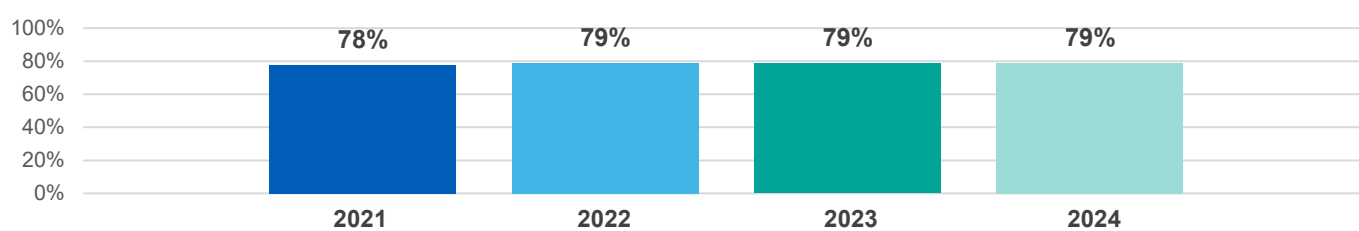
Q37. Patient was always treated with respect and dignity while in hospital



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

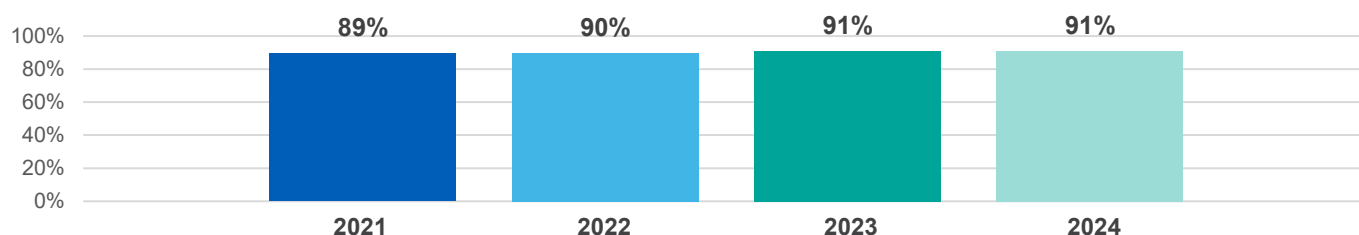


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



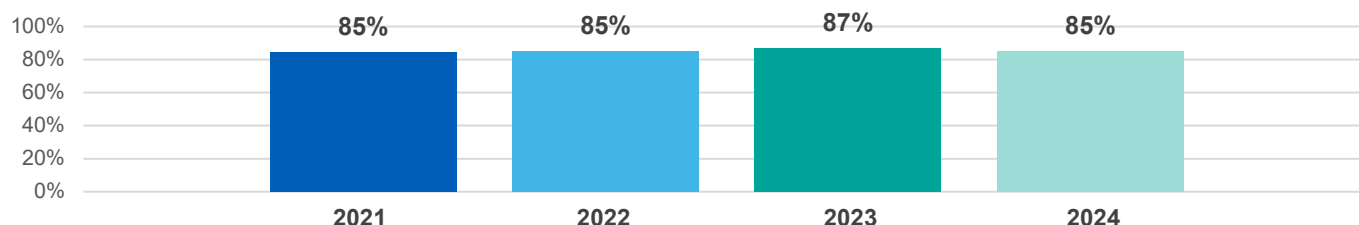
Year on year charts

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

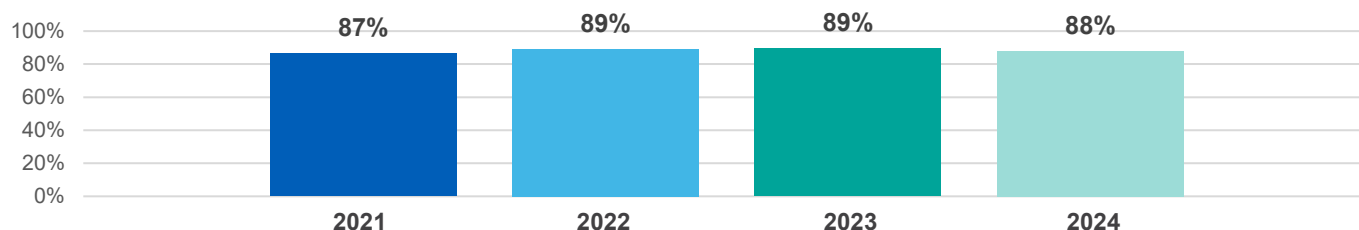
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The scores are unadjusted and based on England scores only.

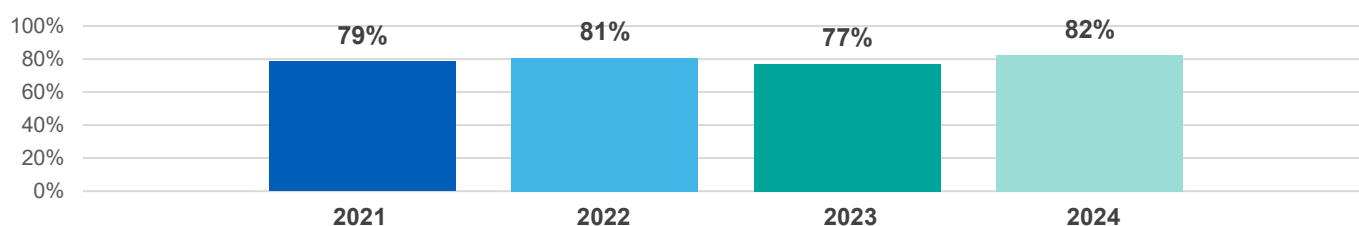
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



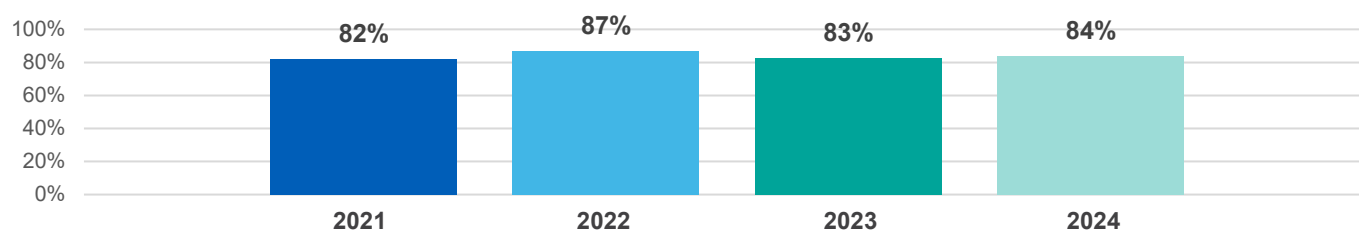
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



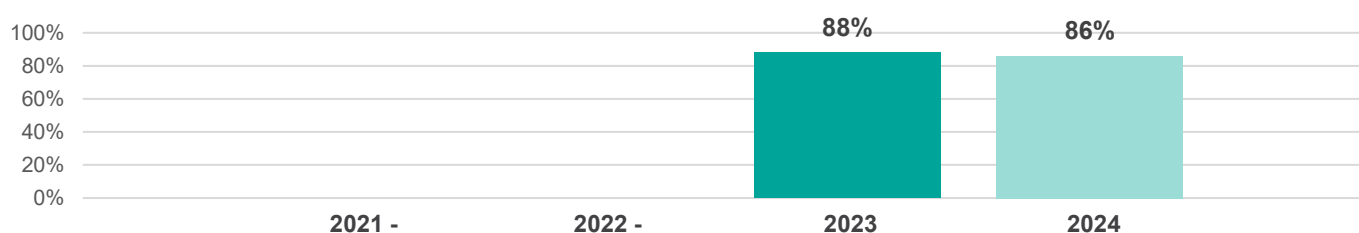
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



Q42_1. Patient completely had enough understandable information about their response to surgery



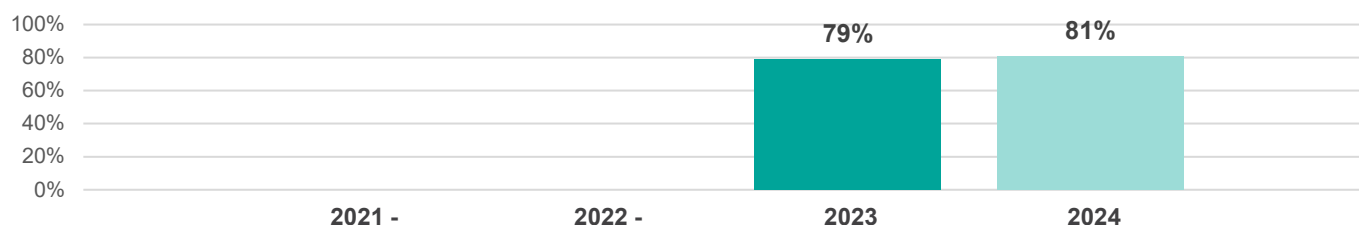
Year on year charts

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

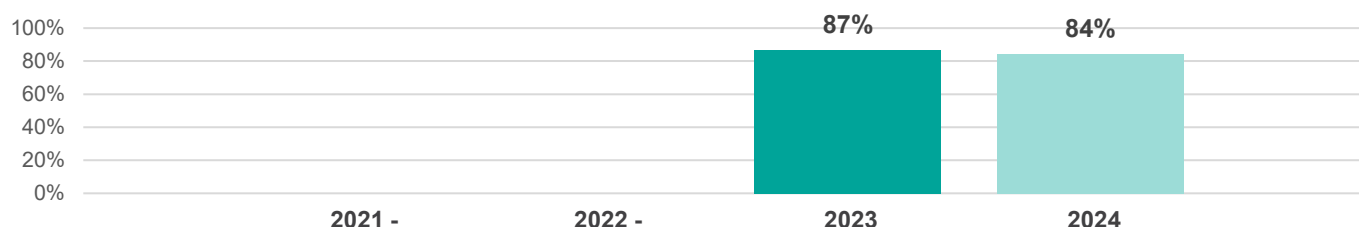
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The scores are unadjusted and based on England scores only.

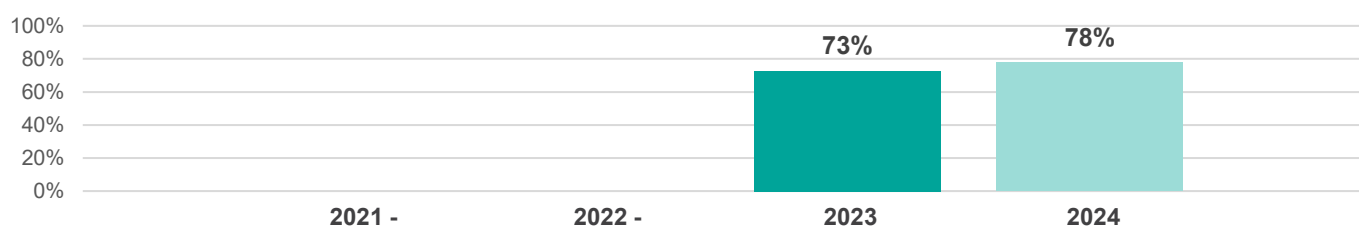
Q42_2. Patient completely had enough understandable information about their response to chemotherapy



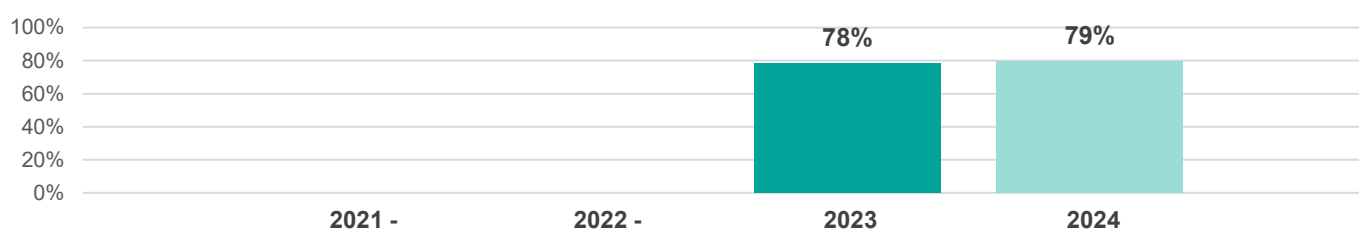
Q42_3. Patient completely had enough understandable information about their response to radiotherapy



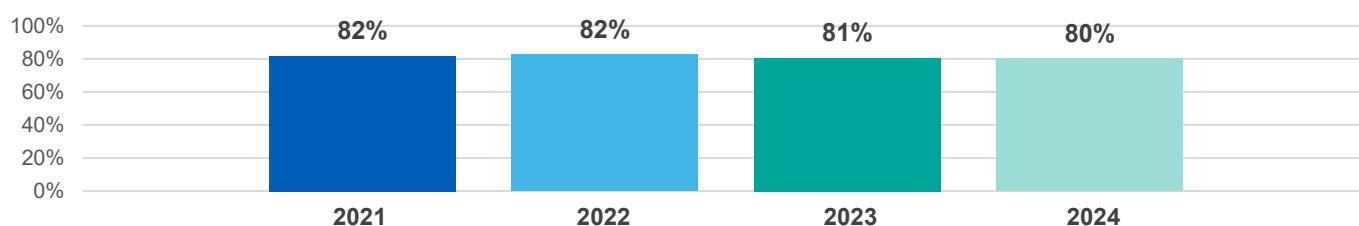
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



Q42_5. Patient completely had enough understandable information about their response to immunotherapy



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



Year on year charts

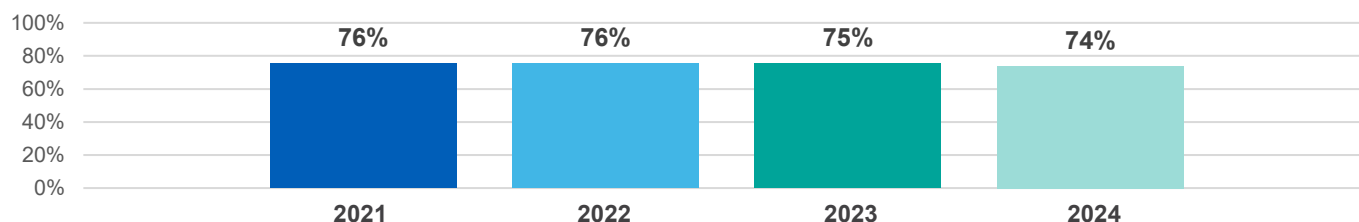
* Indicates where a score is not available due to suppression or a low base size.

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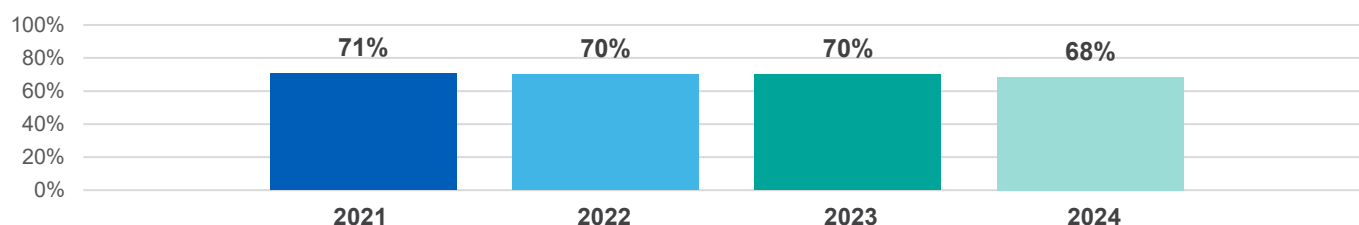
The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG-TERM SIDE EFFECTS

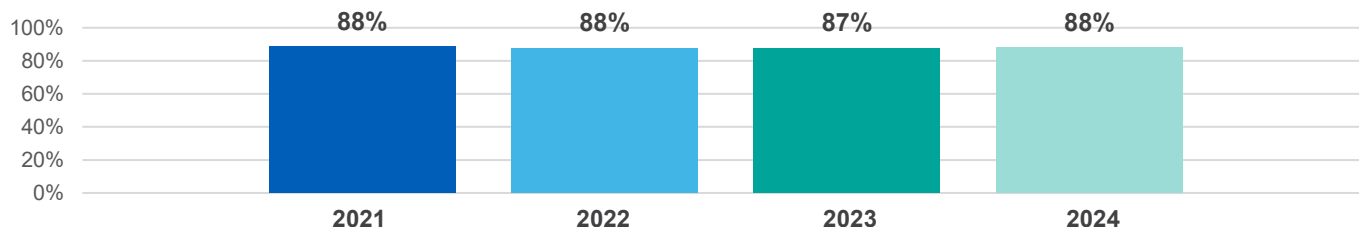
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



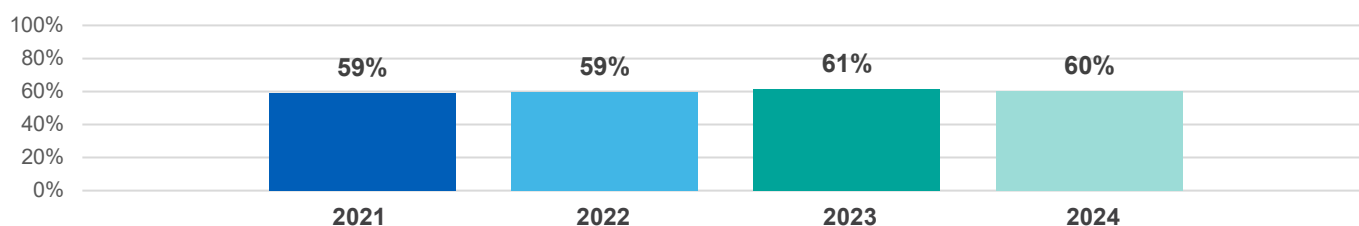
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



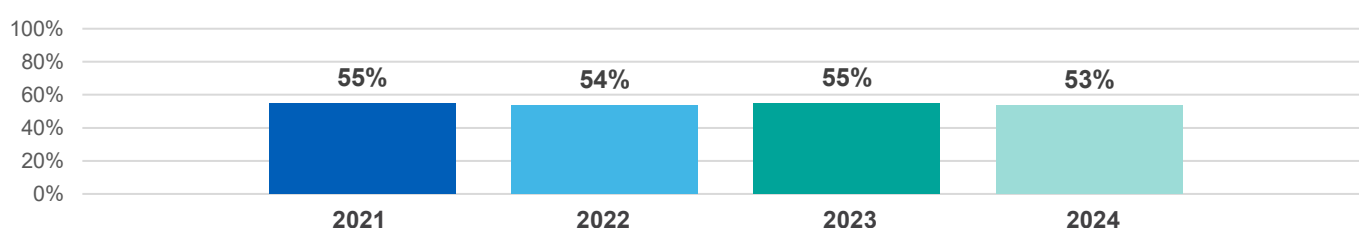
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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

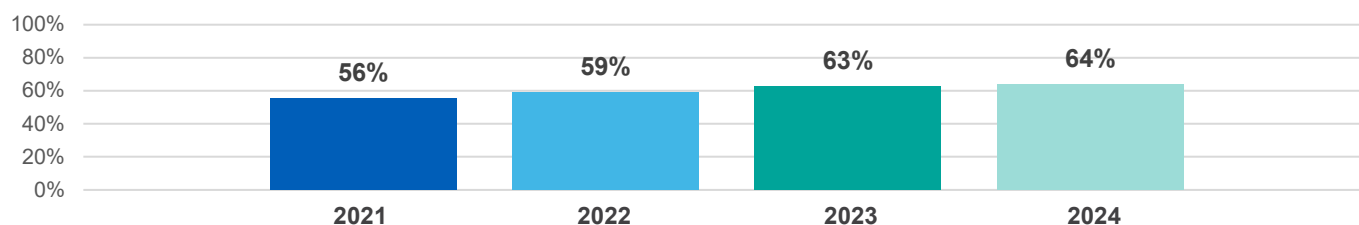
* Indicates where a score is not available due to suppression or a low base size.

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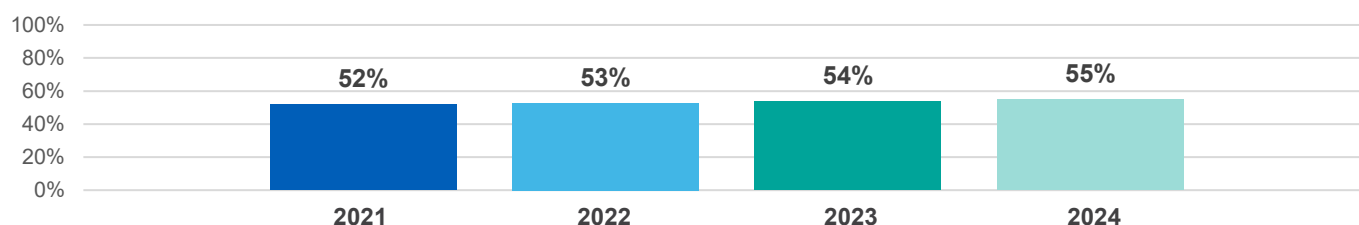
The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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

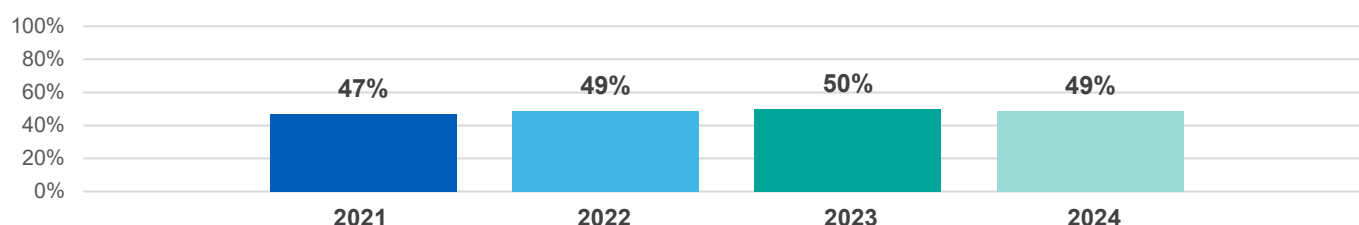


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

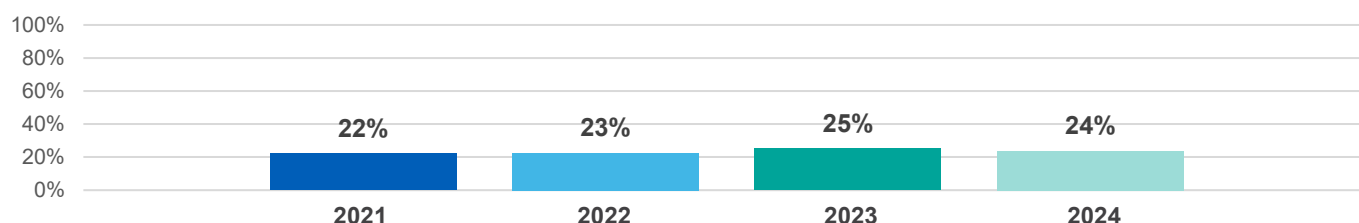


CARE FROM YOUR GP PRACTICE

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

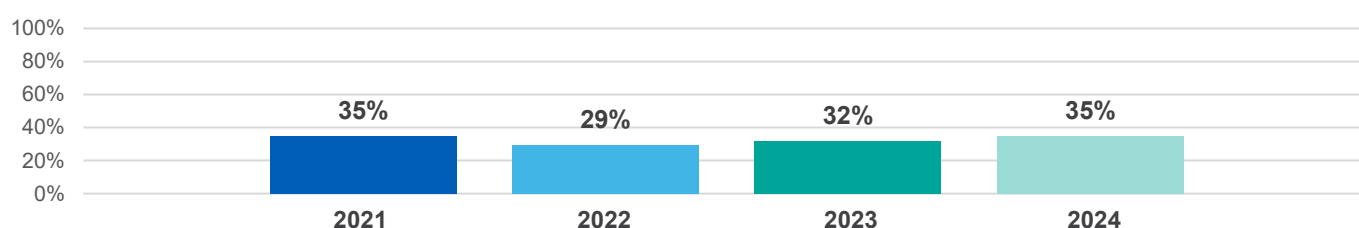


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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



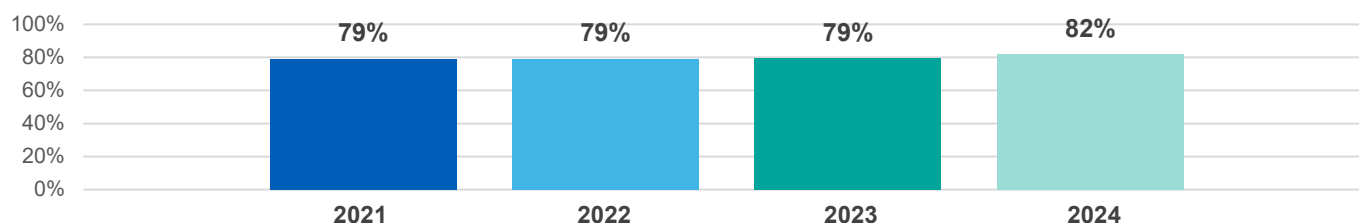
Year on year charts

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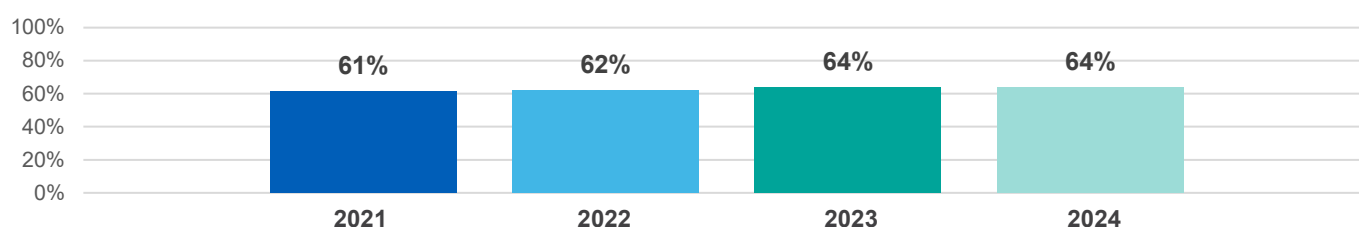
- No score available.

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

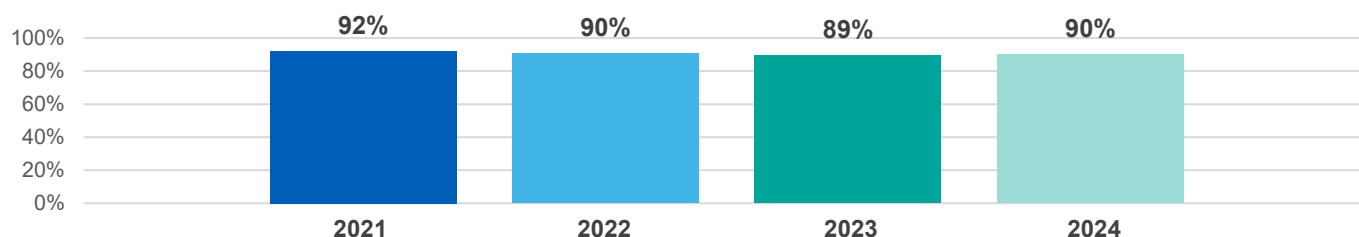


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

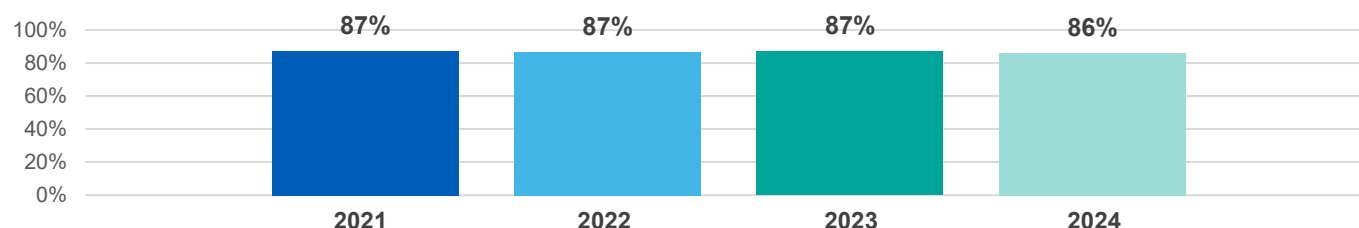


YOUR OVERALL NHS CARE

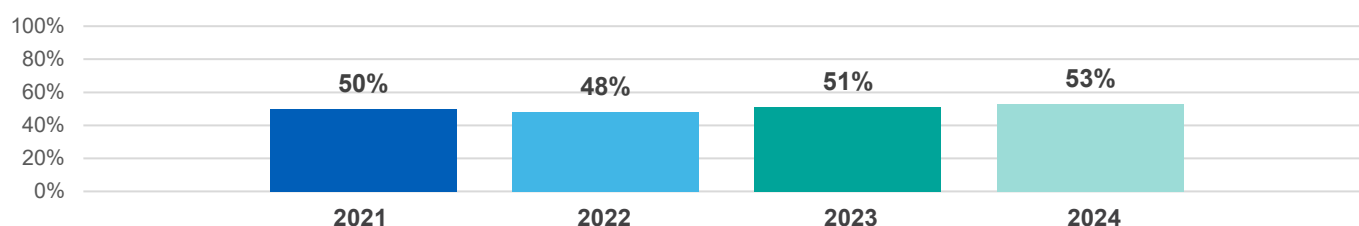
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



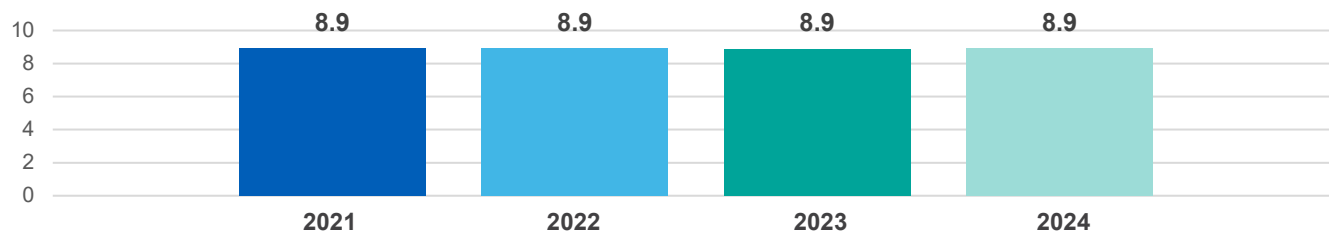
Year on year charts

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- No score available.

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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	
RTH	Oxford University Hospitals NHS Foundation Trust	<div><div></div><div>51</div><div>10</div></div>	
RXQ	Buckinghamshire Healthcare NHS Trust	<div><div>5</div><div>53</div><div>3</div></div>	
RHW	Royal Berkshire NHS Foundation Trust	<div><div>3</div><div>58</div><div></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	
QU9	NHS Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board	58	3