

# **National Cancer Patient Experience Survey**

2024 Results

**West London Cancer Alliance**

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## Executive summary

### Questions above expected range

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

## Executive summary

### Questions below expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	<b>79%</b>	80%	85%	<b>83%</b>
Q29. Patient was offered information about how to get financial help or benefits	<b>67%</b>	68%	75%	<b>72%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	<b>75%</b>	75%	84%	<b>80%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	<b>84%</b>	85%	89%	<b>87%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	<b>70%</b>	72%	81%	<b>77%</b>
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	<b>71%</b>	72%	77%	<b>75%</b>

## Introduction

The National Cancer Patient Experience Survey 2024 is the fourteenth iteration of the survey first undertaken in 2010. It has been designed to monitor progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

The survey was undertaken by Picker on behalf of NHS England and it was overseen by a National Cancer Patient Experience Advisory Group. This Advisory Group set the principles and objectives of the survey programme and guided questionnaire development. The survey was commissioned and managed by NHS England. The survey provider, Picker, is responsible for designing, running and analysing the survey.

The 2024 survey involved 131 NHS trusts. Out of 127,021 people, 64,055 people responded to the survey, yielding a response rate of 50%.

## Methodology

### Eligibility, fieldwork and survey methods

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2024. The fieldwork for the survey was undertaken between November 2024 and February 2025.

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

### Note on question comparability

The questionnaire was redeveloped for the 2021 National Cancer Patient Experience Survey. Year on year comparisons between 2021, 2022, 2023 and 2024 are included in this report for most questions. There were three changes to the questionnaire over the last two years:

- In 2023 the question text for Q23 and Q42 were amended. These questions are no longer deemed comparable to 2021 and 2022. Data is only comparable for 2023 and 2024.
- In 2023 the long-term condition question (Q67) was amended to include “Autism or autism spectrum condition” as a response option. And the “Neurological condition” answer option was updated to include an example condition changing it to “Neurological condition, such as epilepsy”. These changes see the answer option “Neurological condition, such as epilepsy” as no longer being deemed comparable to 2021 and 2022. Data is only comparable for 2023 and 2024.
- In 2023 the ethnic group question (Q71) was amended to include “Roma” as an answer option. The ethnic group question is still deemed comparable to 2021 and 2022. Data for the answer option is only available for 2023 and 2024.

### How alliance results are derived

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

## Case mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case mix adjusted scores allow us to account for the impact that differing patient populations might have on results. By using the case mix adjusted estimates we can obtain a greater understanding of how an alliance is performing given their patient population. The factors taken into account in this case mix adjustment are 'Which of the following best describes you?', age, ethnicity, deprivation, and cancer type.

Unadjusted data should be used to see the actual responses from patients relating to the alliance. Case mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results taking account of the patient mix.

## Scoring methodology

Sixty-one questions from the questionnaire are scored as these questions relate directly to patient experience. For all but one question (Q59), the score shows the percentage of respondents who gave the most favourable response to a question. For Q59, respondents rate their overall care on a scale of 0 to 10, of which the average was calculated for this question's score. The percentages in this report have been rounded to the nearest percentage point. Therefore, in some cases the figures do not appear to add up to 100%.

In 2022, following a review of the scoring methodology, a change was made to the scoring of Q12 such that the response option "No, I was told by letter or email" is no longer considered neutral and is now scored as negative.

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

## Statistical significance

In the reporting of 2024 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'. A statistically significant difference means that the change in the result is very unlikely to have occurred by chance.

## Suppression

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

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

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

## Additional suppression

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

The same rule applies to groups in each subgroup breakdown. For example, if only one alliance has the 85+ age group suppressed for Q25 we will need to suppress another alliance's results for the 85+ age group on Q25. This suppression is based on the 85+ age group with the next lowest number of respondents for Q25.

## Understanding the results

This report shows how this alliance scored for each question in the survey compared with England results. It is aimed at helping individual alliances to understand their performance and identify areas for local improvement. Below is a description of the type of results presented within this report and how to understand them.

### Expected range charts

The expected range charts in this report show a bar with the lowest and highest score received for each question nationally. Within this bar, an expected range is given (within the grey bar) and a black diamond represents the actual score for this alliance.

Alliances whose score is above the upper limit of the expected range (in the dark blue) are positive outliers, with a score statistically significantly higher than the national mean. This indicates that the alliance performs better than what alliances of the same size and demographics are expected to perform. The opposite is true if the score is below the lower limit of the expected range (in the light blue); these are negative outliers. For scores within the expected range (in the grey), the score is what we would expect given the alliance's size and demographics.

### Comparability tables

The comparability tables show the 2023 and 2024 unadjusted scores for this trust for each scored question. The Change 2023-2024 and Change overall columns show whether the scores show a statistically significant variation between years. This is shown between 2023-2024 and as an overall between 2021-2024. An upwards arrow indicates a statistically significant increase, a downwards arrow indicates a statistically significant decrease, and no arrow indicates no statistically significant change.

The adjusted 2024 score will also be presented for each scored question along with the lower and upper expected range and national score. Scores above the upper limit of the expected range will be highlighted dark blue, scores below the lower limit of the expected range will be highlighted light blue, and scores within the lower and upper limit of the expected ranges will be highlighted grey.

### Subgroup breakdowns

Unadjusted scores are shown for tumour group, 'Which of the following best describes you?', age, IMD quintile, long-term condition status, number of long-term conditions and ethnicity breakdowns. Unadjusted scores for the same subgroup across different alliance may not be comparable, as they do not account for the impact that differing patient populations might have on results.

### Tumour group tables

The tumour group tables show the unadjusted scores for each scored question for each of the 13 tumour groups. Central nervous system is abbreviated as 'CNS' and lower gastrointestinal tract is abbreviated as 'LGT' throughout this report.

### Age group tables

The age group tables show the unadjusted scores for each scored question for each of the eight age groups.

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

These tables show the unadjusted scores for the following groups male; female; non-binary; prefer to self-describe; and prefer not to say.

## Ethnicity tables

The ethnicity tables show the unadjusted scores for six ethnicity groups.

## Long-term condition status tables

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

## Number of long-term conditions tables

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

## IMD quintile tables

The IMD quintile tables show the unadjusted scores for five quintiles based on relative disadvantage, with quintile 1 being the most deprived and quintile 5 being the least deprived.

## Year on year charts

The year on year charts show four columns representing the unadjusted scores of the last four years (2021, 2022, 2023 and 2024) for each scored question.

## Trust expected range summary

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

## ICB expected range summary

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

## National level and England level data

In some cases (389 respondents in 2024), patients from outside England (from Wales, Scotland, Northern Ireland, the Channel Islands or the Isle of Man) are referred to English NHS trusts for treatment. These patients are described as 'Non-England' in the data.

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

## Further information

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

The 2024 questionnaire and survey guidance can be found on the website at [www.ncpes.co.uk](http://www.ncpes.co.uk), and more information on the methodology in the Technical Document can be viewed on the website at [www.ncpes.co.uk](http://www.ncpes.co.uk). For all other outputs at trust level, please see the Excel tables and dashboards at [www.ncpes.co.uk](http://www.ncpes.co.uk).



## Response rate

### Overall response rate

2,548 patients responded out of a total of 6,361 patients, resulting in a response rate of 40%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	6,773	6,361	2,548	40%
National	135,429	127,021	64,055	50%

### Respondents by survey type

	Number of respondents
Paper	1,923
Online	618
Phone	6
Translation service	1
<b>Total</b>	<b>2,548</b>

### Respondents by tumour group

	Number of respondents
Brain / CNS	7
Breast	538
Colorectal / LGT	273
Gynaecological	154
Haematological	426
Head and neck	66
Lung	178
Prostate	265
Sarcoma	11
Skin	72
Upper gastro	111
Urological	192
Other	255
<b>Total</b>	<b>2,548</b>

## Respondents by ethnicity

	Number of respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	1,406
Irish	73
Gypsy or Irish Traveller	*
Roma	*
Any other White background	261
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	12
White and Black African	13
White and Asian	18
Any other Mixed / multiple ethnic background	13
<b>Asian or Asian British</b>	
Indian	176
Pakistani	39
Bangladeshi	*
Chinese	45
Any other Asian background	97
<b>Black / African / Caribbean / Black British</b>	
African	58
Caribbean	72
Any other Black / African / Caribbean background	11
<b>Other Ethnic Group</b>	
Arab	26
Any other ethnic group	18
<b>Not given</b>	
Not given	205
<b>Total</b>	<b>2,548</b>

## Expected range charts

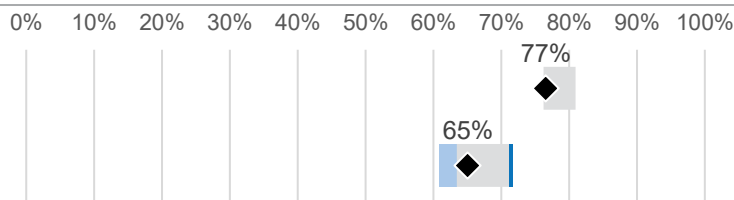
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

### SUPPORT FROM YOUR GP PRACTICE

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

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



### DIAGNOSTIC TESTS

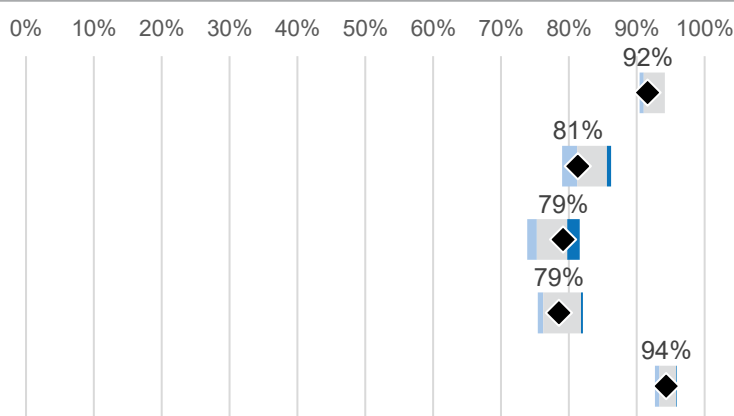
Q5. Patient received all the information needed about the diagnostic test in advance

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

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

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

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



### FINDING OUT THAT YOU HAD CANCER

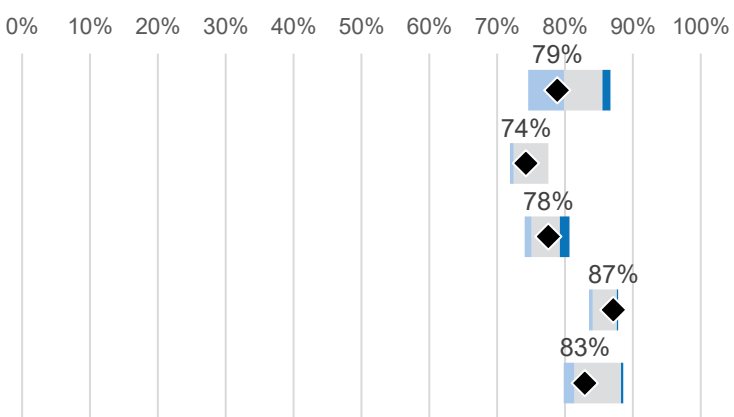
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

Q13. Patient was definitely told sensitively that they had cancer

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

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

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

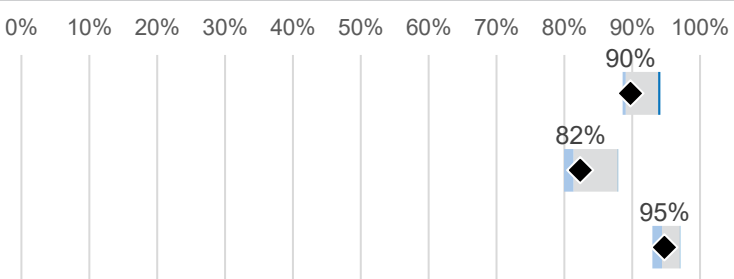


### SUPPORT FROM A MAIN CONTACT PERSON

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

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

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



## Expected range charts

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

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

### DECIDING ON THE BEST TREATMENT

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

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

82%

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

79%

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

84%

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

56%

### 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

94%

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

91%

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

76%

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

67%

### 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

81%

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

72%

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

65%

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

90%

## Expected range charts

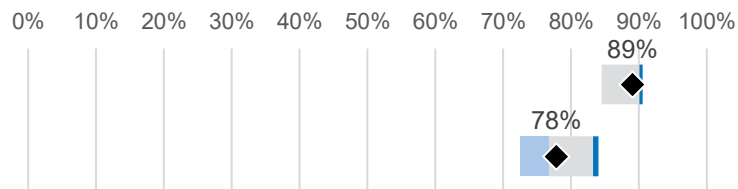
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

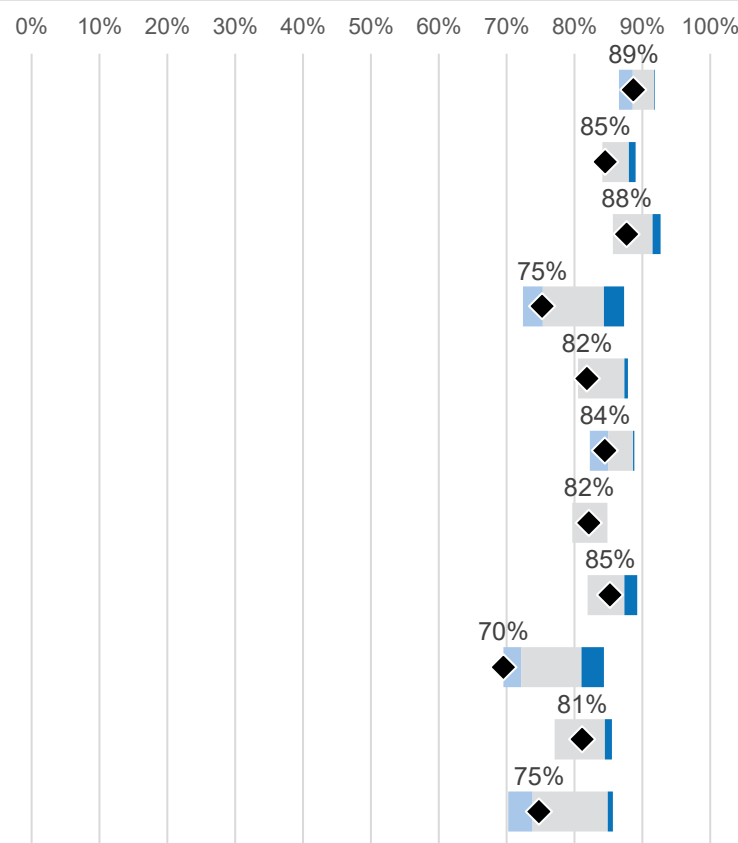
Q42\_2. Patient completely had enough understandable information about their response to chemotherapy

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

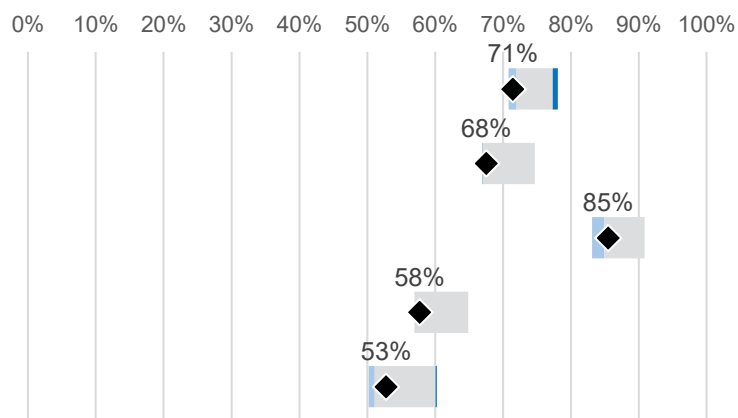
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

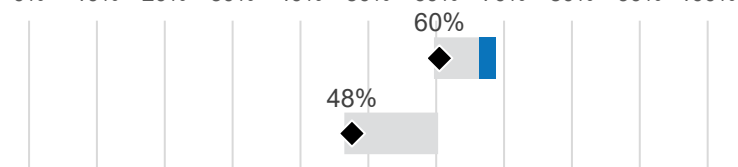
The left outer edge of the bars is the lowest score achieved of all alliances. The right outer edge of the bars is the highest score achieved of all alliances.

### 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

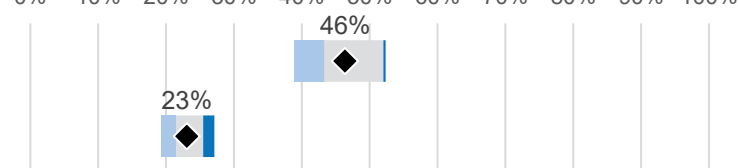


### CARE FROM YOUR GP PRACTICE

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



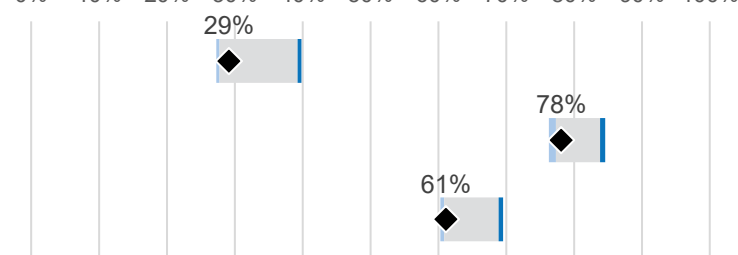
### LIVING WITH AND BEYOND CANCER

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

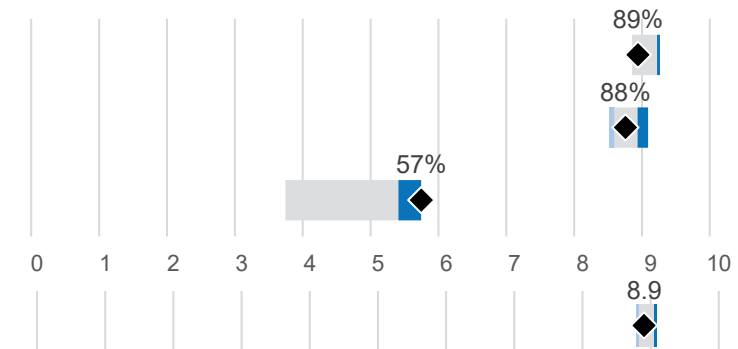
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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.  
- 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




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	1459	73%	1153	73%			77%	76%	81%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	2009	63%	1549	63%			65%	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	2519	92%	1976	91%			92%	91%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	2616	81%	2096	80%			81%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	2635	80%	2098	79%		▼	79%	75%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	2638	75%	2100	77%			79%	76%	82%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	2650	94%	2100	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	2905	78%	2275	79%		▲	79%	80%	85%	83%
Q13. Patient was definitely told sensitively that they had cancer	3149	74%	2501	73%			74%	72%	78%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	3187	75%	2523	77%			78%	75%	79%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	3168	87%	2511	87%			87%	84%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	2758	84%	2195	83%			83%	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	3071	92%	2428	90%		▼	90%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	2550	81%	1993	81%			82%	81%	88%	85%
Q19. Patient found advice from main contact person was very or quite helpful	2651	94%	2084	95%			95%	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	3029	80%	2389	81%			82%	81%	85%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	3163	77%	2482	78%			79%	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	2623	82%	2092	83%		▲	84%	83%	87%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	1822	54%	1485	56%			56%	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	2866	70%	2228	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	1727	93%	1380	94%			94%	93%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	1376	98%	1132	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	2674	91%	2147	91%			91%	90%	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	3170	74%	2488	75%			76%	74%	81%	78%
Q29. Patient was offered information about how to get financial help or benefits	1697	66%	1321	66%			67%	68%	75%	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	1408	79%	1190	80%			81%	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	1169	70%	990	72%		▲	72%	68%	74%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	1385	72%	1175	72%			72%	69%	74%	72%
Q34. Patient was always able to get help from ward staff when needed	1374	76%	1171	77%			77%	70%	78%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	1343	66%	1131	65%			65%	62%	69%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	1233	85%	1056	84%			85%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	1401	88%	1183	90%			90%	86%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	1359	90%	1166	89%			89%	85%	90%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	2833	74%	2222	77%			78%	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	1509	88%	1356	88%			89%	89%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	1563	84%	1208	85%			85%	84%	88%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	886	86%	686	88%			88%	86%	92%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	509	77%	358	75%			75%	75%	84%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	582	80%	438	81%			82%	80%	87%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	1500	85%	1336	84%			84%	85%	89%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	1558	81%	1205	82%			82%	80%	85%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	873	84%	669	85%			85%	82%	87%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	503	74%	352	69%			70%	72%	81%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	580	78%	438	81%			81%	77%	84%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	3051	71%	2454	73%			75%	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	2993	72%	2406	71%			71%	72%	77%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	2804	67%	2270	67%			68%	67%	75%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	2249	83%	1813	85%			85%	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	2858	59%	2255	58%			58%	57%	65%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	2477	52%	1980	53%			53%	51%	60%	56%

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	2067	61%	1733	61%		▲	60%	60%	66%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	1296	46%	1012	47%			48%	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	1801	48%	1486	46%		▲	46%	43%	52%	48%
Q52. Patient has had a review of cancer care by GP practice	2955	24%	2297	25%		▲	23%	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	781	28%	587	28%			29%	28%	39%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	1412	76%	1154	77%			78%	77%	84%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	2507	60%	1989	60%			61%	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	3019	91%	2363	90%	▼		89%	89%	92%	90%
Q57. Administration of care was very good or good	3132	88%	2474	88%			88%	86%	89%	88%
Q58. Cancer research opportunities were discussed with patient	1985	55%	1553	59%	▲		57%	37%	54%	46%
Q59. Patient's average rating of care scored from very poor to very good	3073	8.9	2434	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%	74%	65%	57%	76%	63%	78%	*	84%	65%	78%	65%	73%										
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	72%	59%	62%	52%	63%	58%	69%	*	72%	60%	60%	63%	63%										

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	*	89%	95%	88%	91%	93%	94%	94%	*	89%	89%	89%	92%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	81%	85%	76%	77%	83%	76%	83%	*	87%	78%	81%	77%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	73%	84%	83%	85%	78%	71%	84%	*	71%	83%	75%	75%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	78%	86%	79%	76%	84%	75%	75%	*	81%	73%	76%	68%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	95%	95%	94%	92%	98%	93%	96%	*	94%	92%	95%	91%	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	*	83%	85%	79%	78%	72%	79%	72%	73%	63%	84%	72%	78%	79%
Q13. Patient was definitely told sensitively that they had cancer	*	75%	73%	71%	74%	78%	73%	72%	82%	73%	72%	73%	72%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	77%	83%	75%	73%	81%	74%	80%	91%	81%	82%	77%	71%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	88%	88%	87%	84%	91%	87%	88%	91%	87%	84%	88%	84%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	*	86%	82%	89%	82%	89%	79%	84%	90%	84%	87%	74%	78%	83%

## Tumour group tables

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

SUPPORT FROM A MAIN CONTACT PERSON														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q17. Patient had a main point of contact within the care team	*	91%	93%	95%	93%	88%	90%	83%	100%	86%	91%	87%	87%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	78%	83%	75%	87%	87%	88%	79%	91%	83%	79%	78%	81%	81%
Q19. Patient found advice from main contact person was very or quite helpful	*	93%	96%	96%	95%	98%	96%	95%	100%	94%	94%	95%	94%	95%

DECIDING ON THE BEST TREATMENT														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q20. Treatment options were explained in a way the patient could completely understand	*	80%	84%	80%	82%	90%	82%	79%	80%	85%	79%	82%	80%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	78%	81%	79%	77%	82%	82%	79%	82%	79%	81%	80%	72%	78%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	81%	85%	86%	82%	82%	88%	84%	80%	82%	81%	86%	79%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	56%	54%	61%	58%	56%	56%	57%	*	47%	57%	52%	53%	56%

CARE PLANNING														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	72%	82%	71%	74%	70%	72%	71%	55%	73%	72%	66%	68%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	92%	94%	93%	95%	100%	94%	93%	*	100%	93%	91%	92%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	100%	99%	100%	100%	99%	99%	*	100%	100%	100%	96%	99%

SUPPORT FROM HOSPITAL STAFF														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q27. Staff provided the patient with relevant information on available support	*	91%	94%	92%	91%	88%	92%	91%	91%	92%	90%	87%	90%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	72%	79%	70%	80%	71%	78%	75%	91%	73%	81%	79%	68%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	67%	72%	62%	68%	72%	69%	60%	70%	62%	66%	59%	65%	66%

## Tumour group tables

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

HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	77%	84%	72%	79%	80%	81%	90%	*	100%	89%	79%	76%	80%
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%	77%	65%	76%	66%	76%	68%	*	70%	75%	75%	64%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	75%	71%	62%	74%	69%	76%	72%	*	91%	77%	75%	68%	72%
Q34. Patient was always able to get help from ward staff when needed	*	76%	79%	72%	81%	76%	73%	80%	*	100%	83%	76%	70%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	68%	63%	61%	67%	66%	62%	72%	*	*	67%	60%	56%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	*	82%	87%	79%	85%	87%	83%	89%	*	90%	93%	76%	81%	84%
Q37. Patient was always treated with respect and dignity while in hospital	*	90%	91%	85%	90%	86%	86%	97%	*	100%	92%	93%	86%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	92%	89%	88%	89%	86%	91%	90%	*	100%	84%	91%	86%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	73%	80%	79%	80%	72%	84%	77%	100%	73%	80%	77%	70%	77%

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	*	91%	90%	84%	86%	88%	87%	90%	*	82%	92%	91%	79%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	84%	90%	87%	83%	92%	86%	82%	*	*	85%	83%	84%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	86%	93%	89%	93%	94%	96%	79%	*	*	96%	77%	88%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	73%	*	*	*	*	*	75%	*	*	*	*	79%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	74%	100%	53%	80%	*	86%	*	*	86%	76%	95%	81%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	86%	87%	83%	83%	86%	82%	85%	*	79%	86%	86%	72%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	80%	88%	87%	81%	92%	82%	82%	*	*	90%	76%	77%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	83%	91%	91%	96%	92%	96%	80%	*	*	87%	77%	76%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	66%	*	*	*	*	*	75%	*	*	*	*	63%	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	74%	86%	81%	79%	*	88%	*	*	76%	81%	93%	74%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	68%	77%	64%	78%	70%	73%	85%	55%	79%	71%	75%	63%	73%

## 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	*	70%	75%	75%	69%	80%	72%	73%	64%	70%	73%	71%	66%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	61%	75%	69%	69%	76%	72%	67%	55%	66%	71%	72%	58%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	88%	86%	85%	85%	88%	87%	83%	90%	88%	86%	81%	78%	85%
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%	57%	71%	55%	66%	82%	64%	52%	59%	49%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	50%	56%	53%	58%	62%	53%	53%	64%	45%	52%	53%	43%	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	*	56%	68%	56%	68%	61%	58%	59%	60%	63%	74%	55%	54%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	45%	52%	43%	49%	62%	53%	43%	73%	50%	40%	47%	39%	47%

	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	*	50%	43%	49%	46%	45%	41%	49%	*	44%	43%	47%	46%	46%
Q52. Patient has had a review of cancer care by GP practice	*	26%	24%	31%	24%	31%	23%	27%	30%	19%	25%	24%	19%	25%



## Tumour group tables

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

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	27%	45%	23%	31%	50%	13%	21%	*	*	29%	23%	23%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	71%	83%	78%	84%	83%	75%	80%	*	81%	81%	73%	73%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	54%	61%	59%	72%	59%	62%	57%	91%	82%	55%	59%	56%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q56. The whole care team worked well together	*	91%	92%	85%	90%	87%	86%	90%	100%	92%	90%	90%	86%
Q57. Administration of care was very good or good	*	89%	89%	88%	91%	87%	86%	87%	100%	87%	86%	85%	84%
Q58. Cancer research opportunities were discussed with patient	*	56%	66%	61%	60%	49%	60%	61%	*	35%	62%	57%	59%
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	8.9	8.8	9.0	9.0	9.0	8.8	9.1	8.9	8.7	9.0	8.6



## 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	*	69%	72%	77%	72%	69%	76%	74%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	65%	62%	67%	63%	63%	60%	66%	63%

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	*	85%	85%	88%	93%	92%	91%	92%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	77%	75%	74%	78%	82%	82%	83%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	78%	71%	68%	76%	80%	84%	84%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	63%	78%	70%	77%	77%	80%	80%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	89%	96%	89%	96%	94%	94%	96%	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	*	75%	77%	76%	77%	79%	79%	82%	79%
Q13. Patient was definitely told sensitively that they had cancer	*	71%	68%	65%	73%	75%	75%	81%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	68%	74%	72%	77%	77%	78%	82%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	77%	90%	81%	84%	88%	89%	93%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	*	81%	78%	85%	84%	83%	81%	85%	83%

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	*	90%	88%	88%	91%	91%	90%	87%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	76%	78%	77%	83%	83%	80%	85%	81%
Q19. Patient found advice from main contact person was very or quite helpful	*	88%	93%	93%	95%	95%	95%	97%	95%

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	*	86%	76%	79%	81%	81%	83%	85%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	71%	80%	77%	78%	78%	78%	85%	78%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	88%	79%	77%	83%	82%	86%	89%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	57%	53%	51%	60%	56%	55%	57%	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	*	63%	76%	70%	73%	70%	75%	79%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	100%	95%	92%	94%	92%	96%	96%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	100%	99%	98%	99%	100%	98%	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	*	93%	86%	90%	94%	91%	88%	94%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	77%	75%	66%	74%	75%	79%	77%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	84%	67%	63%	75%	66%	58%	53%	66%

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	*	80%	76%	77%	78%	80%	83%	88%	80%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	62%	60%	66%	73%	72%	75%	80%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	64%	78%	75%	72%	71%	71%	77%	72%
Q34. Patient was always able to get help from ward staff when needed	*	68%	69%	80%	77%	77%	79%	78%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	60%	62%	67%	67%	63%	61%	70%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	*	83%	80%	76%	86%	85%	85%	86%	84%
Q37. Patient was always treated with respect and dignity while in hospital	*	96%	89%	90%	86%	90%	92%	92%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	79%	93%	91%	91%	90%	86%	86%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	89%	68%	73%	76%	78%	76%	88%	77%

## Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	92%	81%	87%	89%	87%	92%	86%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	73%	88%	81%	87%	86%	84%	81%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	89%	81%	90%	85%	93%	86%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	73%	58%	78%	74%	85%	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	75%	78%	80%	80%	86%	91%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	100%	83%	84%	86%	82%	85%	86%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	76%	86%	81%	85%	84%	78%	80%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	93%	75%	87%	84%	90%	82%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	64%	50%	73%	68%	81%	*	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	73%	83%	80%	82%	80%	83%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	57%	55%	64%	73%	73%	79%	79%	73%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	73%	80%	68%	77%	72%	65%	72%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	69%	66%	64%	69%	70%	64%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	93%	88%	82%	88%	87%	78%	88%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	55%	60%	58%	62%	57%	56%	53%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	54%	53%	48%	56%	54%	51%	51%	53%

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	50%	57%	56%	62%	62%	59%	67%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	54%	34%	35%	52%	51%	42%	53%	47%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	47%	52%	48%	46%	47%	45%	45%	46%
Q52. Patient has had a review of cancer care by GP practice	*	32%	28%	24%	25%	26%	23%	21%	25%

## Age group tables

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

LIVING WITH AND BEYOND CANCER									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	36%	17%	15%	31%	34%	25%	36%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	76%	72%	72%	77%	78%	79%	85%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	65%	46%	56%	62%	61%	62%	63%	60%

YOUR OVERALL NHS CARE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	97%	87%	89%	88%	90%	90%	91%	90%
Q57. Administration of care was very good or good	*	90%	88%	86%	88%	89%	87%	87%	88%
Q58. Cancer research opportunities were discussed with patient	*	59%	60%	54%	59%	60%	58%	56%	59%
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	8.5	8.7	8.8	8.9	8.9	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	73%	72%	*	*	*	72%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	62%	*	*	*	66%	63%

DIAGNOSTIC TESTS							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	90%	93%	*	*	*	92%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	81%	*	*	*	80%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	82%	*	*	*	76%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	77%	*	*	*	75%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	94%	*	*	*	93%	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	79%	78%	*	*	*	81%	79%
Q13. Patient was definitely told sensitively that they had cancer	73%	74%	*	*	*	73%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	80%	*	*	*	75%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	87%	*	*	*	89%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	83%	*	*	*	90%	83%

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	92%	88%	*	*	*	90%	90%
Q18. Patient found it very or quite easy to contact their main contact person	80%	83%	*	*	*	77%	81%
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	*	*	*	94%	95%

## ‘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	81%	82%	*	*	*	83%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	80%	*	*	*	81%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	84%	*	*	*	80%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	59%	*	*	*	50%	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%	74%	*	*	*	74%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	95%	*	*	*	93%	94%
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	90%	92%	*	*	*	88%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	80%	*	*	*	80%	75%
Q29. Patient was offered information about how to get financial help or benefits	65%	68%	*	*	*	63%	66%

## ‘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	76%	85%	*	*	*	86%	80%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	76%	*	*	*	76%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	74%	*	*	*	68%	72%
Q34. Patient was always able to get help from ward staff when needed	75%	80%	*	*	*	76%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	68%	*	*	*	57%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	85%	*	*	*	79%	84%
Q37. Patient was always treated with respect and dignity while in hospital	88%	92%	*	*	*	92%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	90%	*	*	*	86%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	80%	*	*	*	79%	77%

YOUR TREATMENT							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	89%	*	*	*	86%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	86%	*	*	*	86%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	87%	*	*	*	96%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	73%	78%	*	*	*	77%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	78%	85%	*	*	*	79%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	85%	*	*	*	81%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	85%	*	*	*	82%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	85%	*	*	*	82%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	65%	77%	*	*	*	77%	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	83%	*	*	*	79%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	68%	79%	*	*	*	76%	73%

## ‘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	70%	73%	*	*	*	74%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	70%	*	*	*	65%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	86%	*	*	*	79%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	61%	*	*	*	59%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	57%	*	*	*	56%	53%

SUPPORT WHILE AT HOME							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	56%	66%	*	*	*	57%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	52%	*	*	*	45%	47%

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	46%	48%	*	*	*	42%	46%
Q52. Patient has had a review of cancer care by GP practice	25%	24%	*	*	*	26%	25%

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	27%	31%	*	*	*	30%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	83%	*	*	*	84%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	64%	*	*	*	60%	60%



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

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

YOUR OVERALL NHS CARE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	89%	91%	*	*	*	90%	90%
Q57. Administration of care was very good or good	87%	88%	*	*	*	89%	88%
Q58. Cancer research opportunities were discussed with patient	58%	60%	*	*	*	58%	59%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	*	*	*	8.8	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	77%	68%	61%	56%	61%	68%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	70%	55%	52%	55%	58%	63%

DIAGNOSTIC TESTS		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	85%	90%	88%	97%	95%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	73%	77%	70%	82%	76%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	76%	75%	83%	79%	75%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	74%	74%	74%	74%	77%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	88%	95%	94%	92%	92%	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	77%	73%	83%	80%	85%	80%	79%
Q13. Patient was definitely told sensitively that they had cancer	74%	74%	71%	71%	67%	74%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	80%	74%	71%	70%	77%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	85%	88%	88%	77%	87%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	78%	85%	83%	92%	85%	83%

SUPPORT FROM A MAIN CONTACT PERSON		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	90%	89%	92%	90%	90%	86%	90%
Q18. Patient found it very or quite easy to contact their main contact person	83%	79%	76%	73%	89%	81%	81%
Q19. Patient found advice from main contact person was very or quite helpful	95%	100%	94%	93%	97%	94%	95%

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	83%	74%	79%	76%	77%	82%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	66%	79%	78%	84%	80%	78%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	70%	84%	74%	76%	79%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	57%	56%	56%	44%	63%	55%	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	73%	66%	69%	70%	79%	73%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	88%	93%	89%	100%	97%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	99%	97%	96%	99%	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	91%	88%	88%	92%	95%	91%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	65%	74%	73%	64%	75%	75%
Q29. Patient was offered information about how to get financial help or benefits	67%	69%	63%	69%	63%	62%	66%

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	82%	78%	74%	73%	85%	85%	80%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	73%	65%	68%	73%	71%	71%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	65%	73%	66%	81%	66%	72%
Q34. Patient was always able to get help from ward staff when needed	77%	83%	76%	76%	77%	77%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	66%	55%	62%	63%	69%	57%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	86%	82%	73%	69%	81%	84%
Q37. Patient was always treated with respect and dignity while in hospital	90%	96%	91%	85%	85%	89%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	91%	88%	90%	92%	86%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	69%	73%	72%	84%	72%	77%

## Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	82%	88%	87%	86%	93%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	77%	83%	86%	96%	89%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	90%	88%	85%	92%	90%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	60%	70%	76%	*	74%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	*	89%	81%	*	91%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	71%	85%	85%	96%	85%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	71%	80%	84%	96%	86%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	86%	80%	83%	87%	75%	85%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	69%	*	75%	71%	*	73%	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	80%	*	85%	82%	*	91%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	75%	65%	67%	72%	60%	71%	73%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	63%	72%	63%	74%	71%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	65%	66%	62%	55%	65%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	79%	87%	82%	77%	79%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	59%	59%	47%	60%	55%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	48%	54%	38%	50%	53%	53%

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	62%	51%	63%	52%	70%	56%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	37%	44%	33%	50%	46%	47%

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	47%	44%	51%	37%	37%	46%	46%
Q52. Patient has had a review of cancer care by GP practice	23%	30%	31%	28%	23%	30%	25%

## Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	30%	31%	25%	30%	36%	24%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	90%	73%	66%	80%	77%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	56%	56%	51%	57%	60%	60%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	90%	87%	89%	86%	95%	91%	90%
Q57. Administration of care was very good or good	88%	89%	89%	88%	93%	87%	88%
Q58. Cancer research opportunities were discussed with patient	56%	57%	65%	63%	68%	63%	59%
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.6	8.6	8.5	8.9	8.8	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	70%	70%	72%	72%	77%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	62%	60%	63%	69%	63%

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	91%	92%	90%	92%	92%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	82%	75%	82%	81%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	76%	78%	79%	80%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	76%	77%	77%	77%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	90%	93%	95%	94%	96%	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	82%	81%	77%	78%	77%	79%
Q13. Patient was definitely told sensitively that they had cancer	70%	75%	71%	74%	75%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	77%	77%	75%	77%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	87%	87%	86%	88%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	85%	82%	82%	84%	83%

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	88%	91%	90%	92%	89%	90%
Q18. Patient found it very or quite easy to contact their main contact person	80%	83%	79%	84%	81%	81%
Q19. Patient found advice from main contact person was very or quite helpful	96%	95%	94%	95%	95%	95%

## IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q20. Treatment options were explained in a way the patient could completely understand	76%	80%	83%	84%	81%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	74%	78%	79%	77%	81%	78%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	82%	81%	82%	87%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	53%	59%	57%	55%	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	71%	73%	70%	72%	75%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	94%	92%	94%	94%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	98%	100%	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	93%	92%	89%	91%	92%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	76%	72%	76%	77%	75%
Q29. Patient was offered information about how to get financial help or benefits	66%	65%	65%	69%	68%	66%

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	78%	79%	77%	84%	82%	80%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	73%	71%	73%	71%	73%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	72%	70%	75%	72%	72%
Q34. Patient was always able to get help from ward staff when needed	74%	80%	74%	78%	78%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	63%	66%	64%	66%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	78%	85%	84%	85%	85%	84%
Q37. Patient was always treated with respect and dignity while in hospital	87%	92%	87%	92%	92%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	91%	89%	89%	90%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	76%	76%	78%	79%	77%

## 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	89%	90%	88%	88%	88%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	89%	87%	84%	84%	83%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	92%	91%	88%	89%	81%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	81%	71%	74%	75%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	86%	85%	84%	73%	81%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	84%	84%	83%	85%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	89%	83%	81%	81%	81%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	90%	88%	83%	85%	83%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	62%	70%	69%	71%	67%	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	90%	79%	82%	75%	83%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	69%	69%	73%	76%	75%	73%

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	76%	71%	70%	70%	71%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	69%	65%	69%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	86%	83%	87%	86%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	65%	56%	58%	57%	57%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	59%	55%	52%	53%	48%	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	64%	60%	59%	60%	63%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	46%	47%	45%	45%	51%	47%

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	42%	46%	45%	49%	49%	46%
Q52. Patient has had a review of cancer care by GP practice	31%	25%	22%	25%	24%	25%



## IMD quintile tables

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

LIVING WITH AND BEYOND CANCER						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	37%	26%	25%	30%	31%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	78%	72%	81%	78%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	62%	57%	58%	63%	60%

YOUR OVERALL NHS CARE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	88%	91%	89%	90%	88%	90%
Q57. Administration of care was very good or good	86%	90%	89%	87%	86%	88%
Q58. Cancer research opportunities were discussed with patient	65%	61%	57%	59%	56%	59%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	8.8	8.9	8.9	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	69%	79%	73%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	66%	64%	63%

DIAGNOSTIC TESTS		Long-term condition status		
	Yes	No	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	91%	92%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	83%	84%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	78%	80%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	79%	78%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	94%	93%	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	78%	80%	78%	79%
Q13. Patient was definitely told sensitively that they had cancer	73%	74%	71%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	77%	76%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	86%	88%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	85%	90%	83%

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	90%	90%	91%	90%
Q18. Patient found it very or quite easy to contact their main contact person	79%	86%	81%	81%
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	95%	95%

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	80%	84%	81%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	80%	75%	78%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	84%	86%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	58%	58%	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	71%	75%	72%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	95%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	99%	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	90%	93%	93%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	77%	79%	75%
Q29. Patient was offered information about how to get financial help or benefits	63%	73%	68%	66%

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	79%	82%	84%	80%
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%	74%	68%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	73%	76%	72%
Q34. Patient was always able to get help from ward staff when needed	76%	79%	76%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	69%	57%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	86%	82%	84%
Q37. Patient was always treated with respect and dignity while in hospital	89%	91%	96%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	93%	82%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	78%	82%	77%

## 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	87%	90%	92%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	85%	90%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	88%	89%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	72%	70%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	83%	80%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	84%	88%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	85%	89%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	85%	83%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	69%	69%	65%	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	83%	89%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	73%	74%	73%

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	68%	76%	74%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	71%	63%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	89%	83%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	63%	58%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	58%	56%	53%

SUPPORT WHILE AT HOME	Long-term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	64%	55%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	54%	49%	47%

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	44%	52%	43%	46%
Q52. Patient has had a review of cancer care by GP practice	24%	26%	27%	25%

## Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	33%	30%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	83%	81%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	58%	65%	59%	60%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	89%	91%	93%	90%
Q57. Administration of care was very good or good	87%	89%	91%	88%
Q58. Cancer research opportunities were discussed with patient	58%	60%	58%	59%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	8.8	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	71%	66%	69%	79%	73%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	65%	56%	66%	64%	63%

DIAGNOSTIC TESTS	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	91%	91%	91%	92%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	77%	76%	83%	84%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	78%	78%	78%	80%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	75%	74%	79%	78%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	93%	92%	94%	93%	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	79%	77%	77%	80%	78%	79%
Q13. Patient was definitely told sensitively that they had cancer	75%	70%	74%	74%	71%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	77%	69%	77%	76%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	88%	86%	89%	86%	88%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	77%	80%	85%	90%	83%

SUPPORT FROM A MAIN CONTACT PERSON	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q17. Patient had a main point of contact within the care team	92%	88%	89%	90%	91%	90%
Q18. Patient found it very or quite easy to contact their main contact person	81%	79%	76%	86%	81%	81%
Q19. Patient found advice from main contact person was very or quite helpful	94%	95%	93%	96%	95%	95%

## Number of long-term conditions tables

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

DECIDING ON THE BEST TREATMENT	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	79%	76%	84%	81%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	76%	76%	80%	75%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	79%	83%	84%	86%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	57%	49%	56%	58%	58%	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	74%	70%	65%	75%	72%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	93%	87%	95%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	100%	99%	99%	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	91%	88%	89%	93%	93%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	72%	71%	77%	79%	75%
Q29. Patient was offered information about how to get financial help or benefits	68%	59%	56%	73%	68%	66%

## 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%	75%	78%	82%	84%	80%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	74%	70%	69%	74%	68%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	75%	65%	69%	73%	76%	72%
Q34. Patient was always able to get help from ward staff when needed	80%	70%	77%	79%	76%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	59%	58%	69%	57%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	81%	82%	86%	82%	84%
Q37. Patient was always treated with respect and dignity while in hospital	90%	88%	89%	91%	96%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	86%	86%	93%	82%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	72%	73%	78%	82%	77%

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	88%	85%	89%	90%	92%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	83%	79%	85%	90%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	90%	88%	88%	89%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	83%	72%	72%	70%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	79%	81%	83%	80%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	82%	84%	84%	88%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	80%	73%	85%	89%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	87%	84%	83%	85%	83%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	66%	78%	63%	69%	65%	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	76%	80%	84%	83%	89%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	74%	70%	73%	74%	73%



## Number of long-term conditions tables

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

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	62%	61%	76%	74%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	63%	59%	71%	63%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	80%	78%	89%	83%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	53%	54%	63%	58%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	51%	46%	58%	56%	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	63%	57%	56%	64%	55%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	43%	32%	54%	49%	47%

	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	46%	44%	38%	52%	43%	46%
Q52. Patient has had a review of cancer care by GP practice	24%	24%	22%	26%	27%	25%

	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	30%	26%	20%	33%	30%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	72%	64%	83%	81%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	57%	54%	65%	59%	60%

## Number of long-term conditions tables

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YOUR OVERALL NHS CARE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q56. The whole care team worked well together	91%	88%	82%	91%	93%	90%
Q57. Administration of care was very good or good	89%	86%	81%	89%	91%	88%
Q58. Cancer research opportunities were discussed with patient	61%	57%	50%	60%	58%	59%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	8.5	9.0	8.8	8.9

## Year on year charts

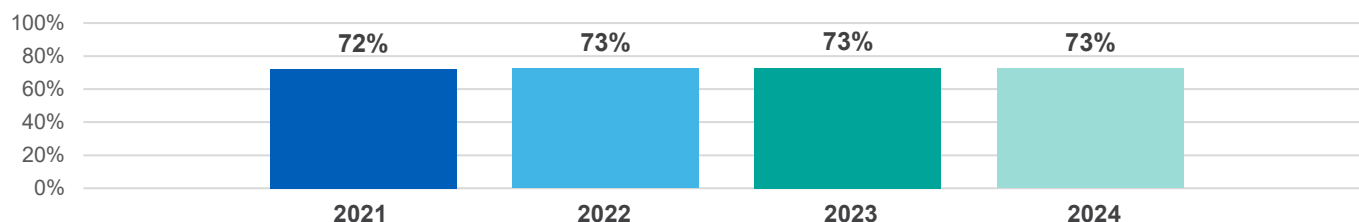
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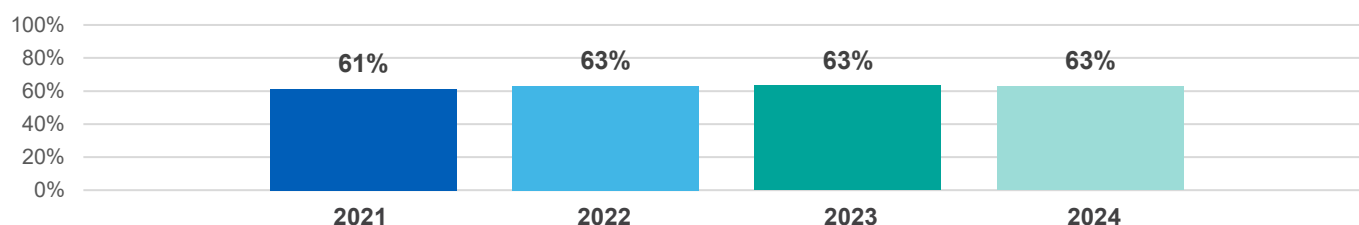
The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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

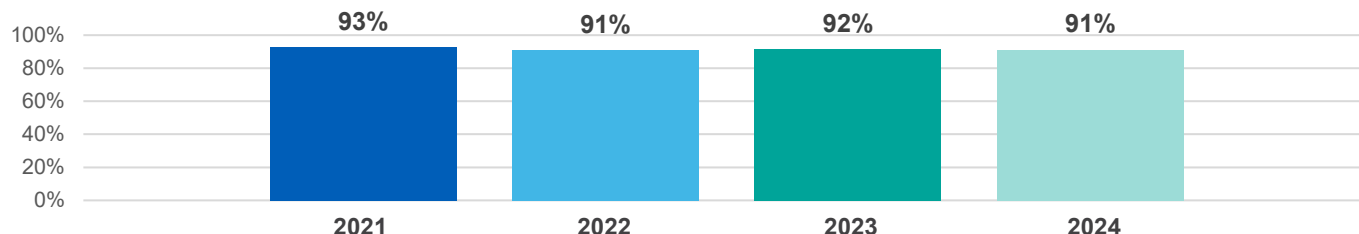


Q3. Referral for diagnosis was explained in a way the patient could completely understand

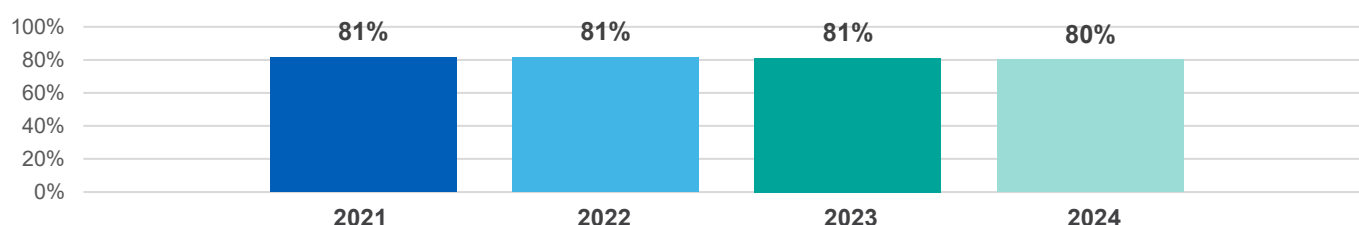


### DIAGNOSTIC TESTS

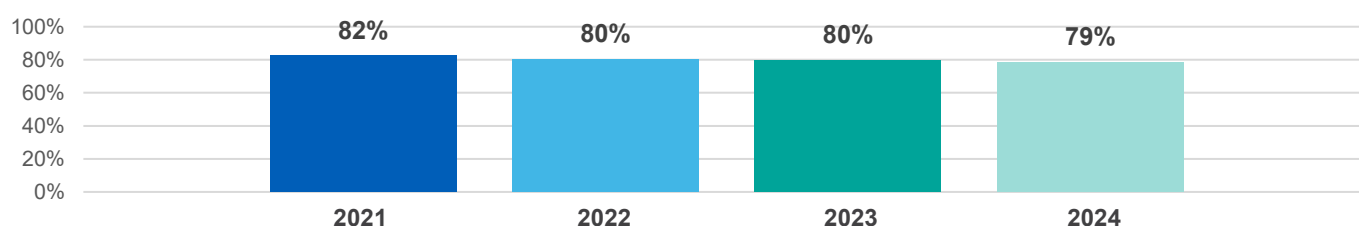
Q5. Patient received all the information needed about the diagnostic test in advance



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



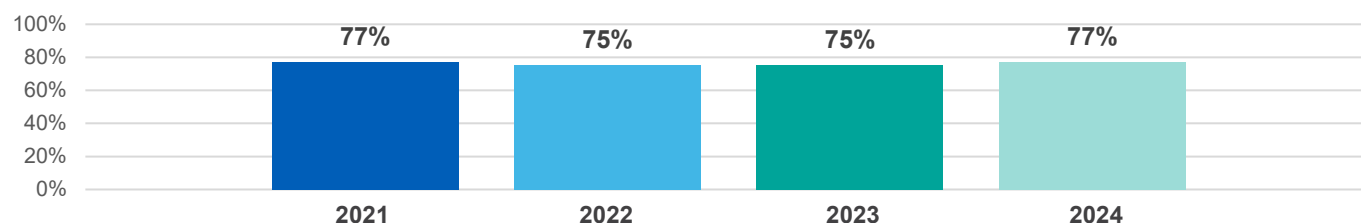
## Year on year charts

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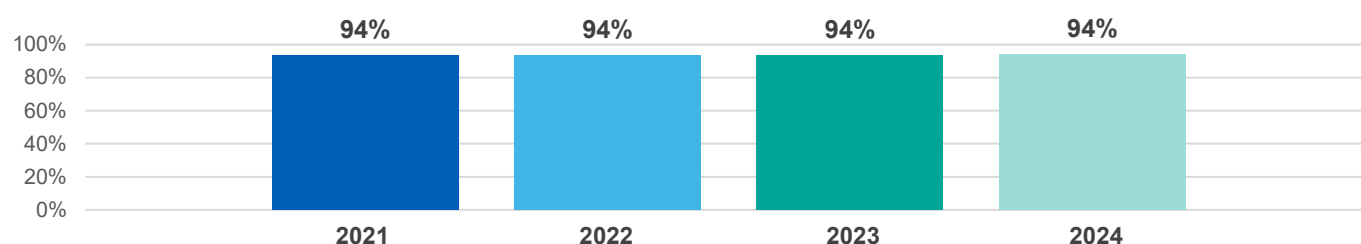
- No score available.

The scores are unadjusted and based on England scores only.

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

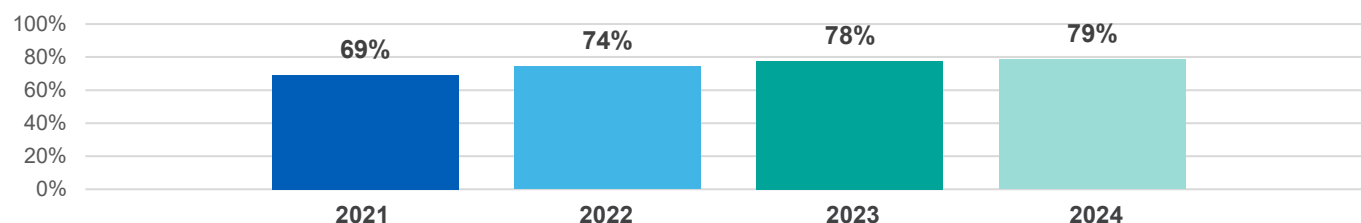


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

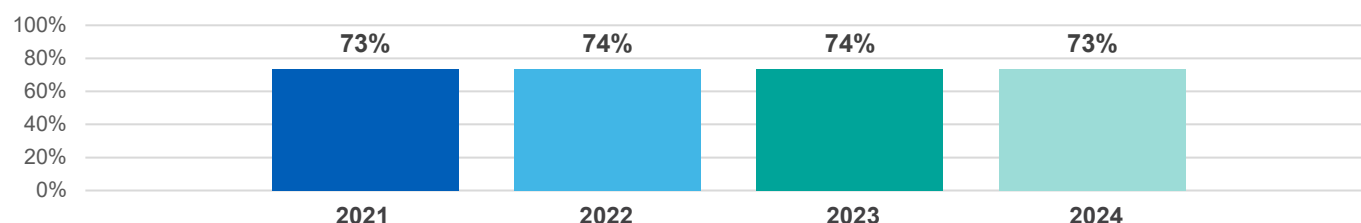


### FINDING OUT THAT YOU HAD CANCER

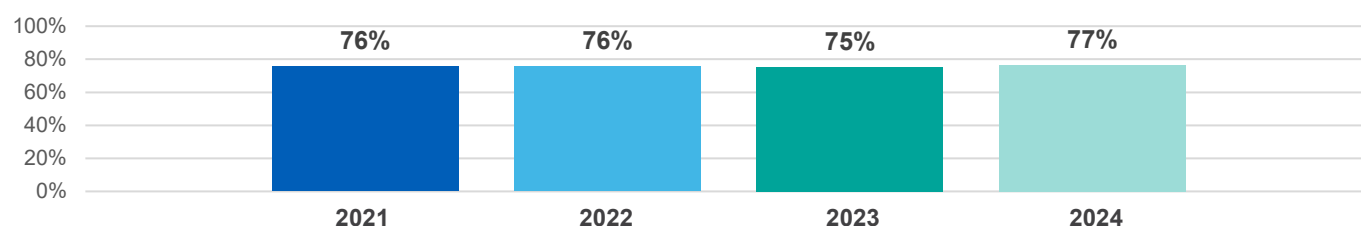
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



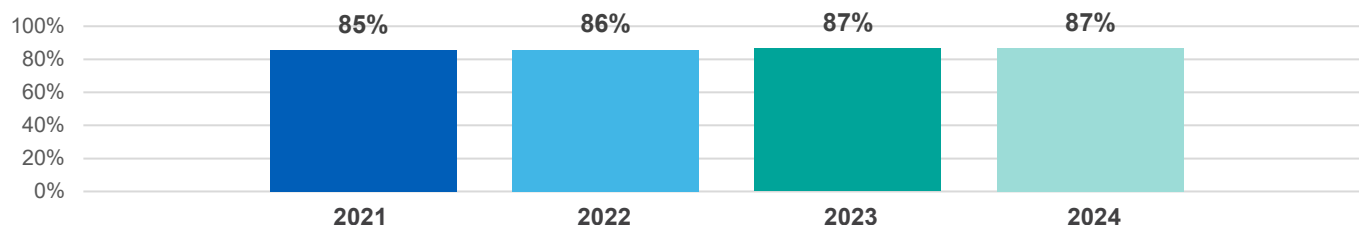
## Year on year charts

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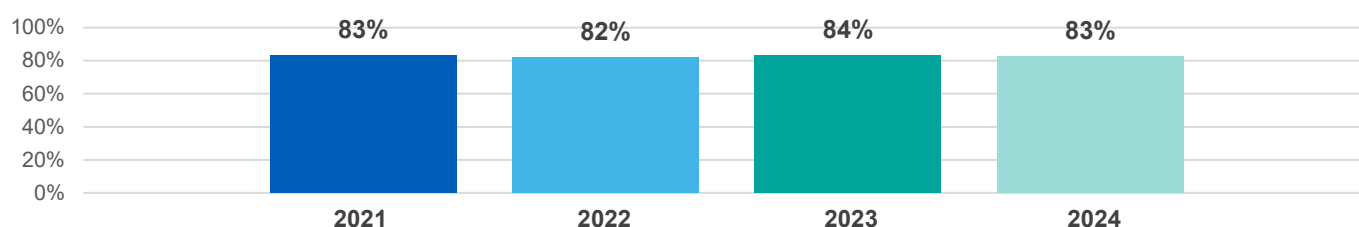
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The scores are unadjusted and based on England scores only.

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

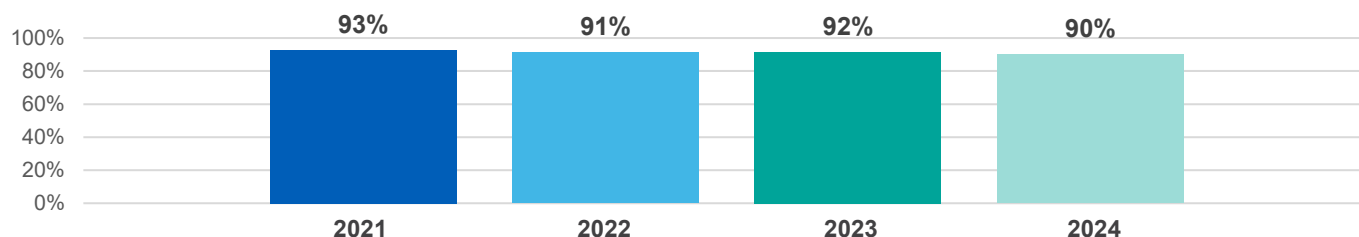


Q16. Patient was told they could go back later for more information about their diagnosis

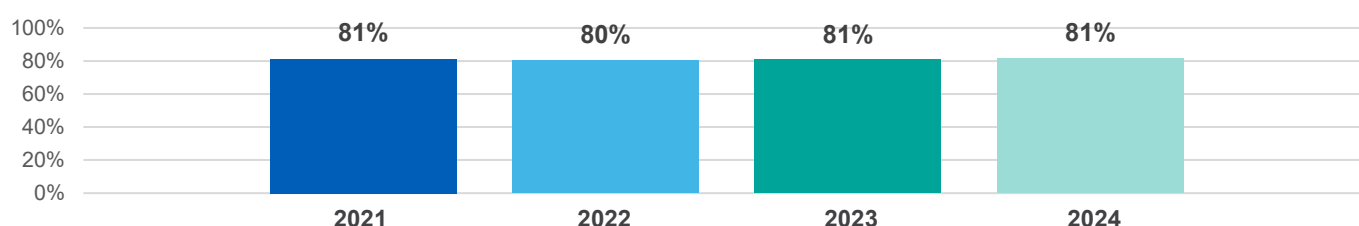


### SUPPORT FROM A MAIN CONTACT PERSON

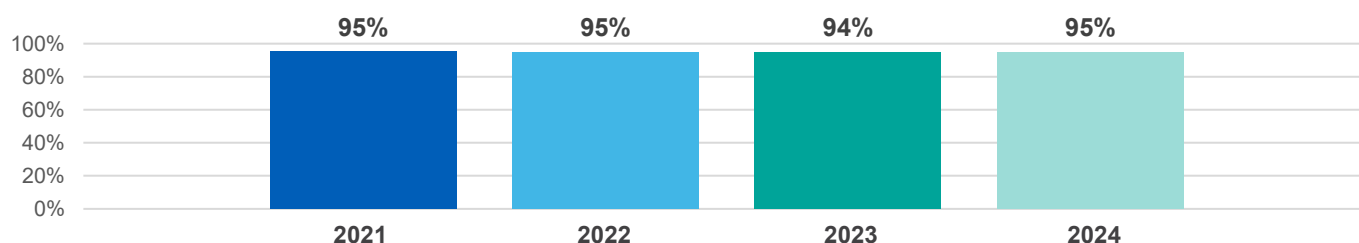
Q17. Patient had a main point of contact within the care team



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



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



## Year on year charts

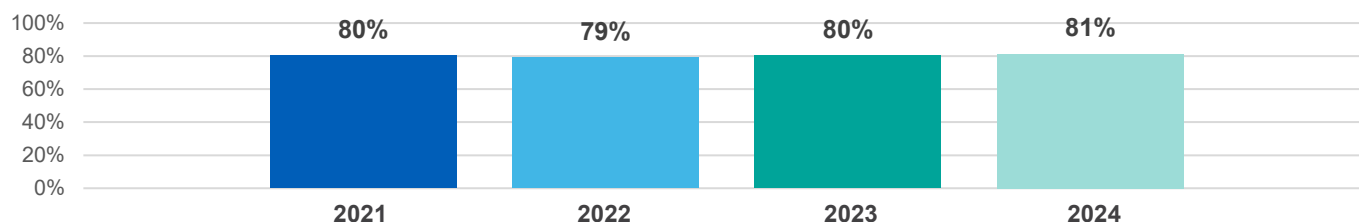
\* Indicates where a score is not available due to suppression or a low base size.

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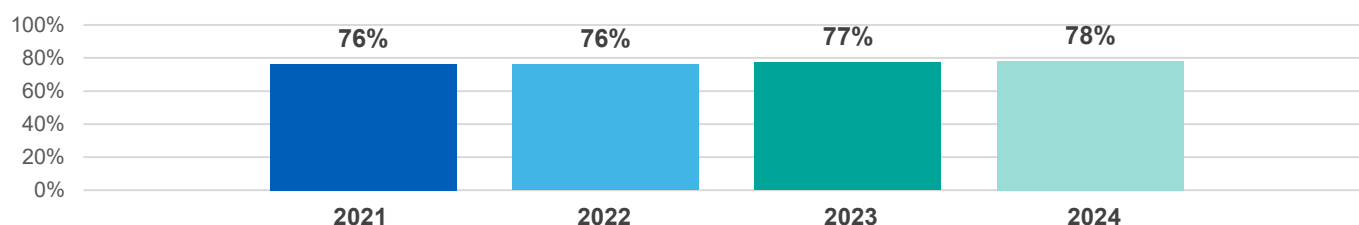
The scores are unadjusted and based on England scores only.

### DECIDING ON THE BEST TREATMENT

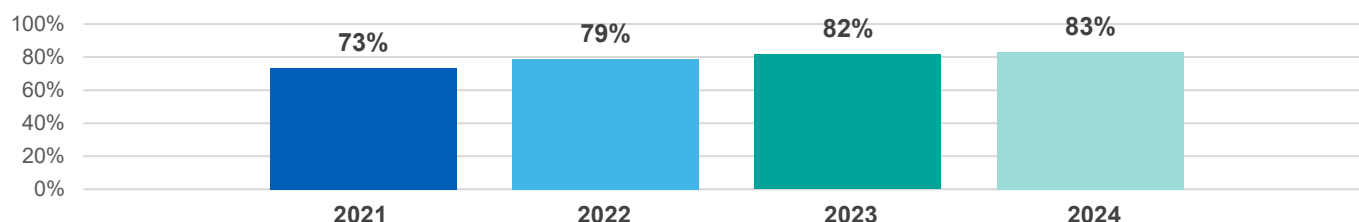
Q20. Treatment options were explained in a way the patient could completely understand



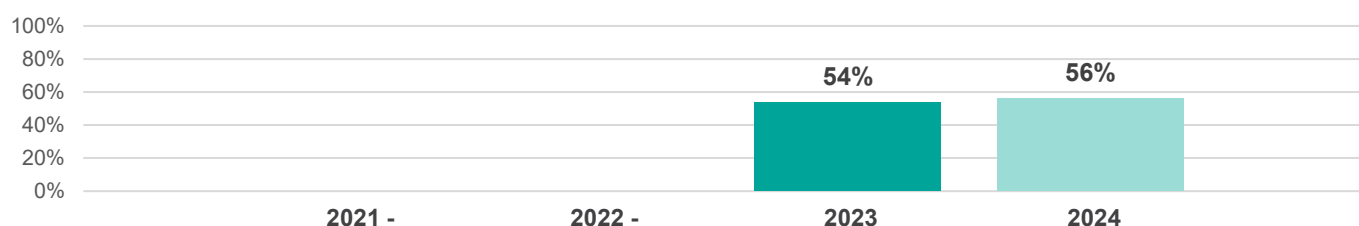
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

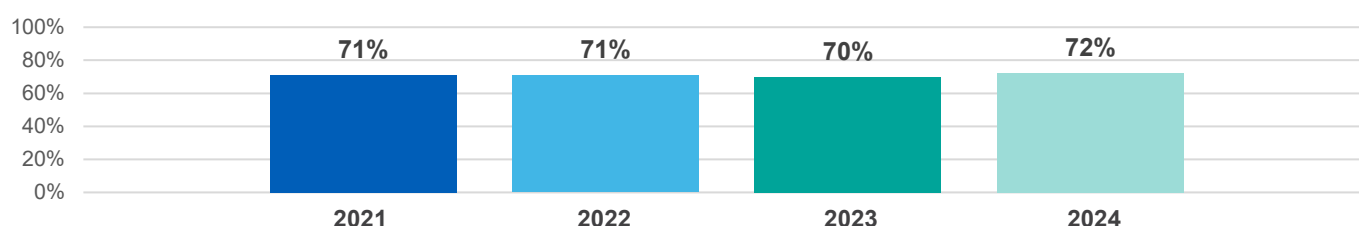


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



### CARE PLANNING

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



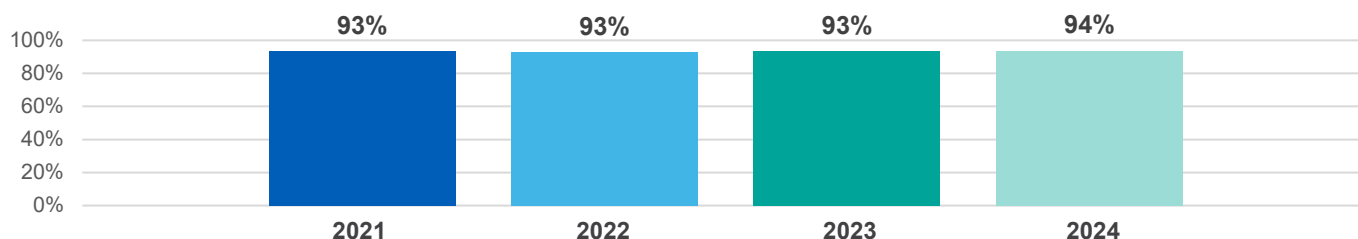
## Year on year charts

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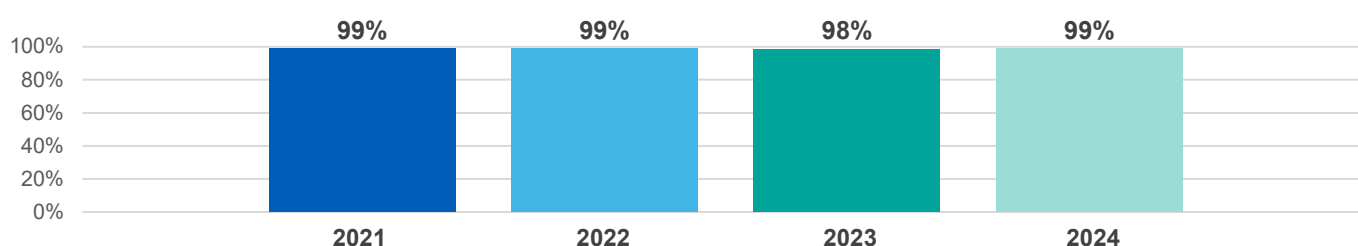
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The scores are unadjusted and based on England scores only.

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

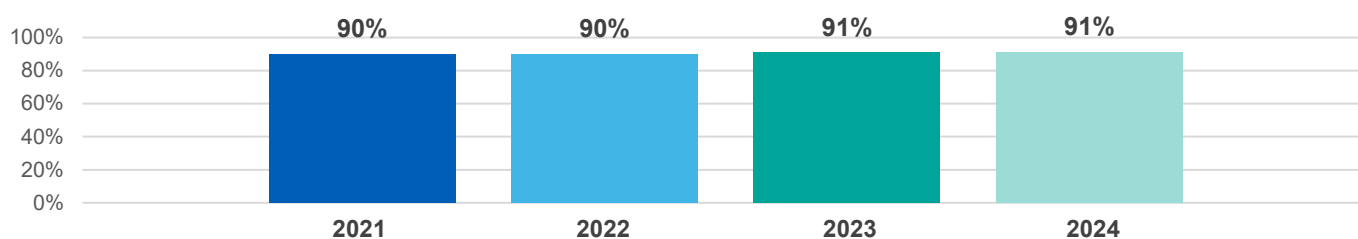


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

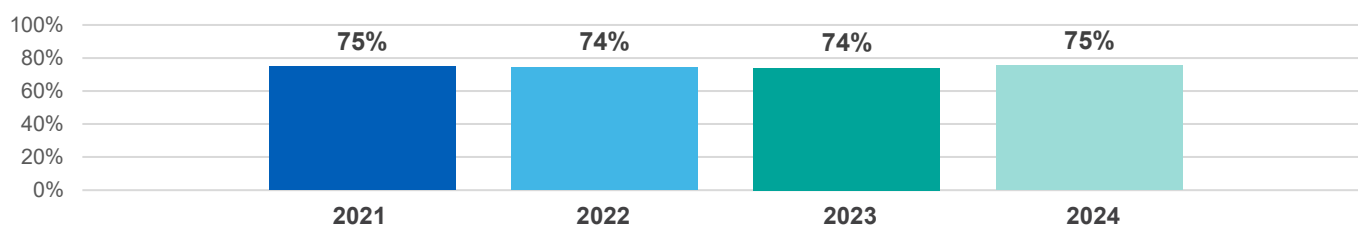


### SUPPORT FROM HOSPITAL STAFF

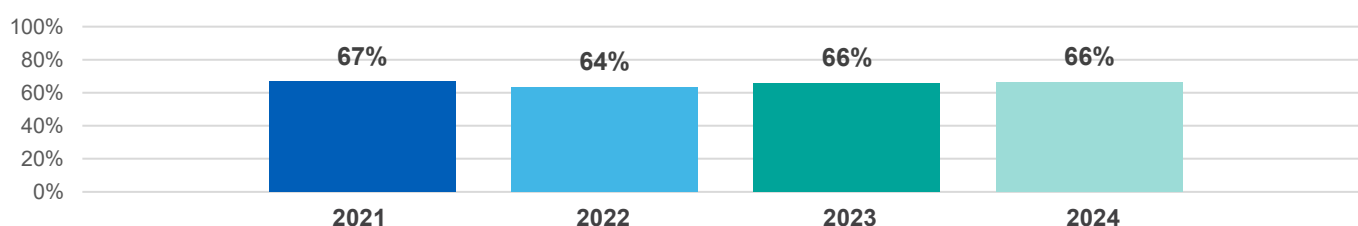
Q27. Staff provided the patient with relevant information on available support



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



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



## Year on year charts

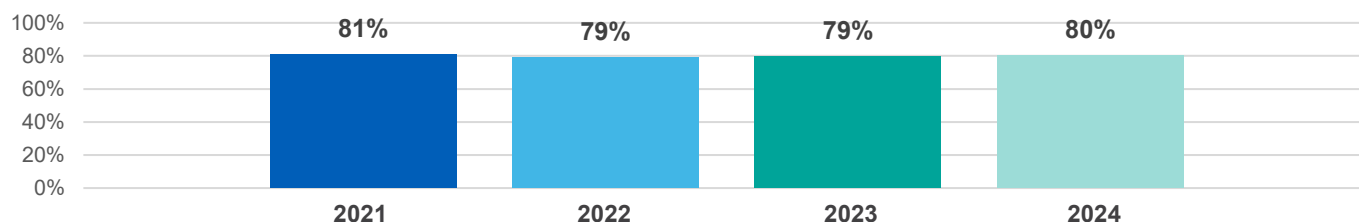
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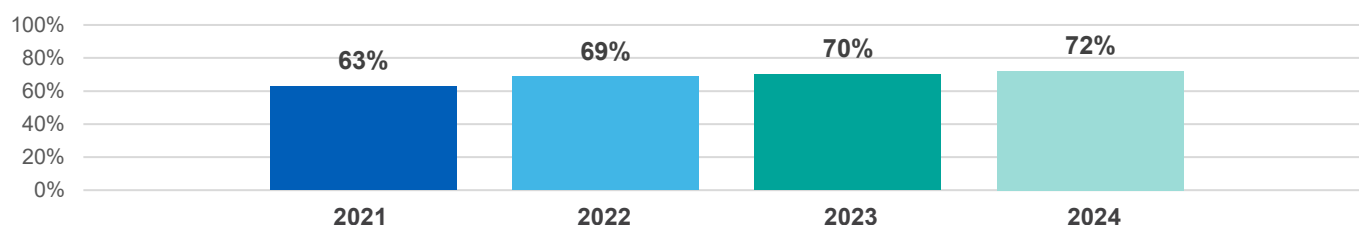
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### HOSPITAL CARE

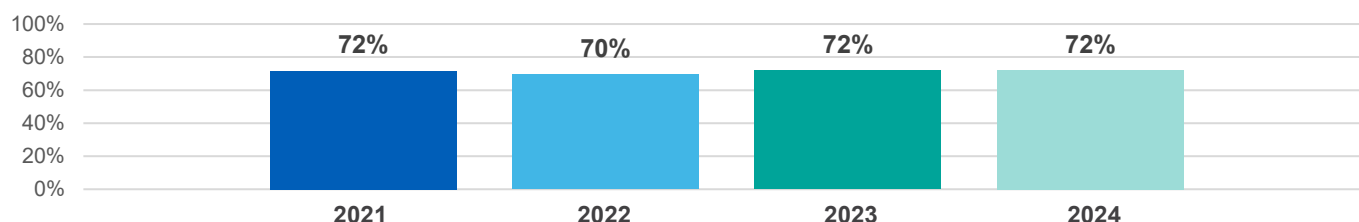
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



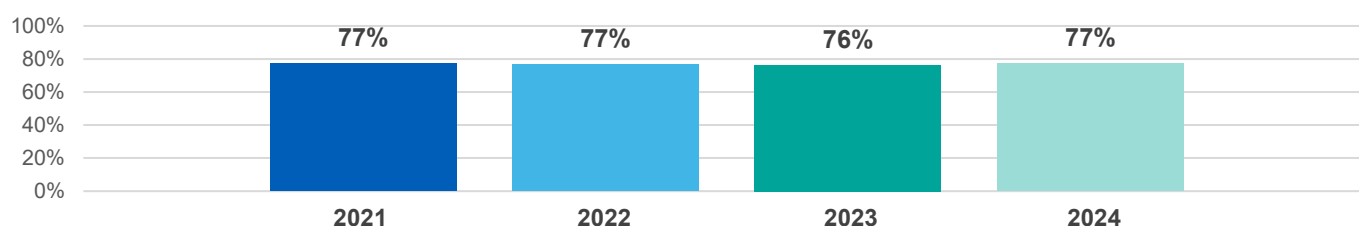
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



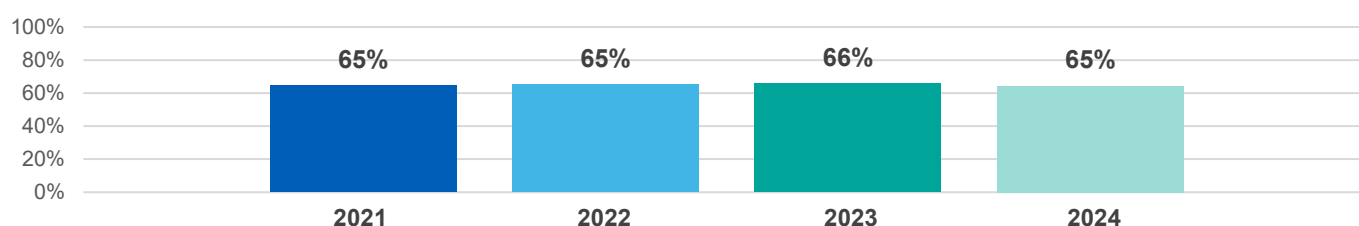
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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





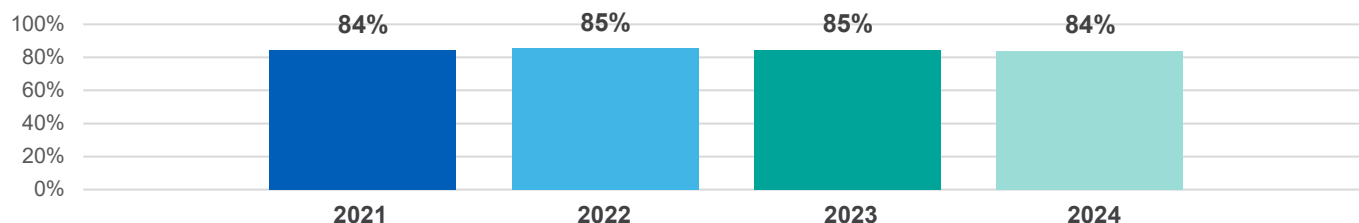
## Year on year charts

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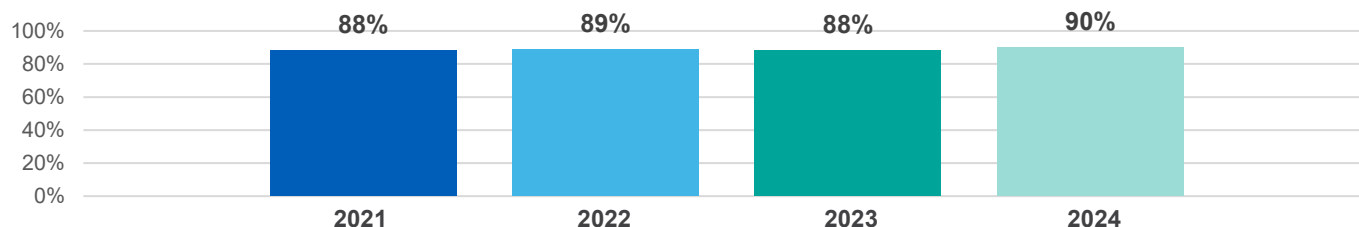
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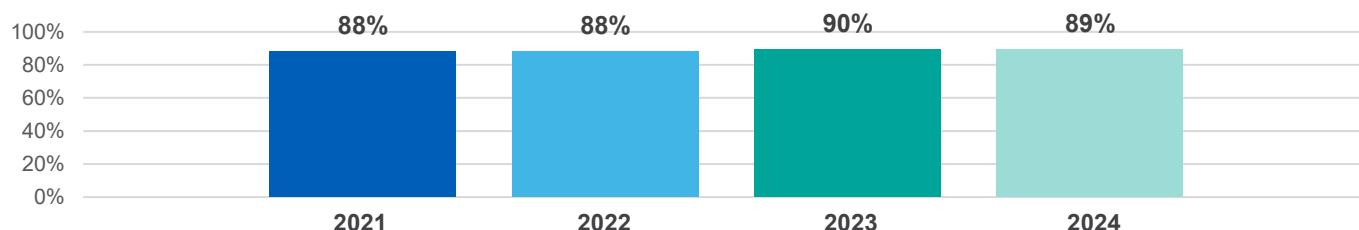
Q36. Hospital staff always did everything they could to help the patient control pain



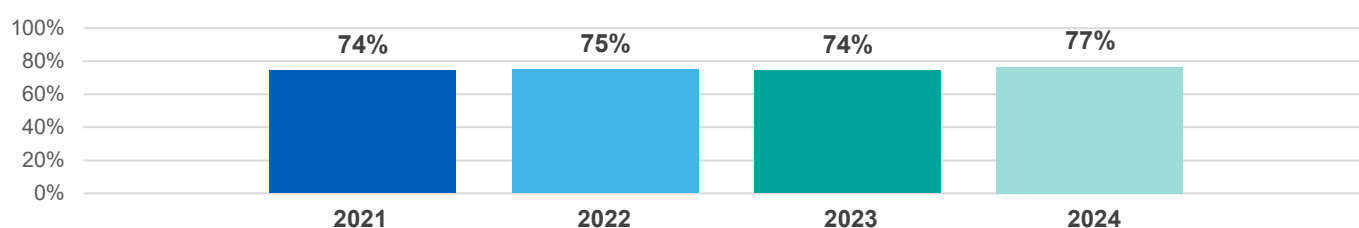
Q37. Patient was always treated with respect and dignity while in hospital



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

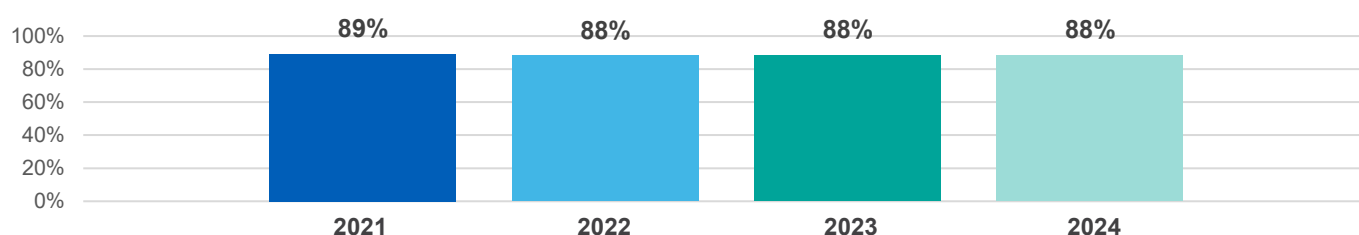


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



## YOUR TREATMENT

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



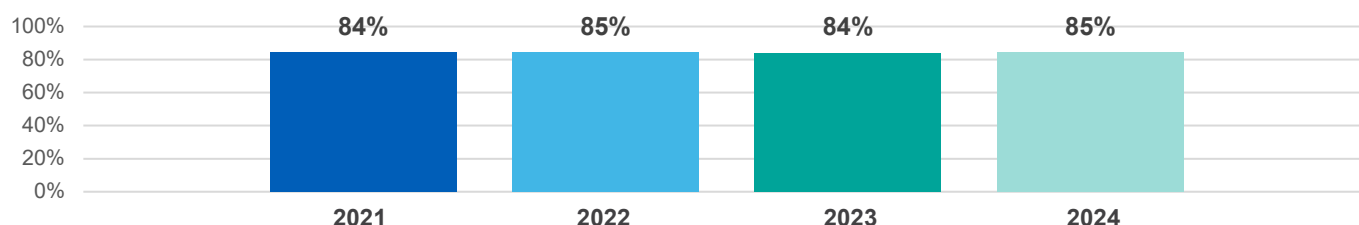
## Year on year charts

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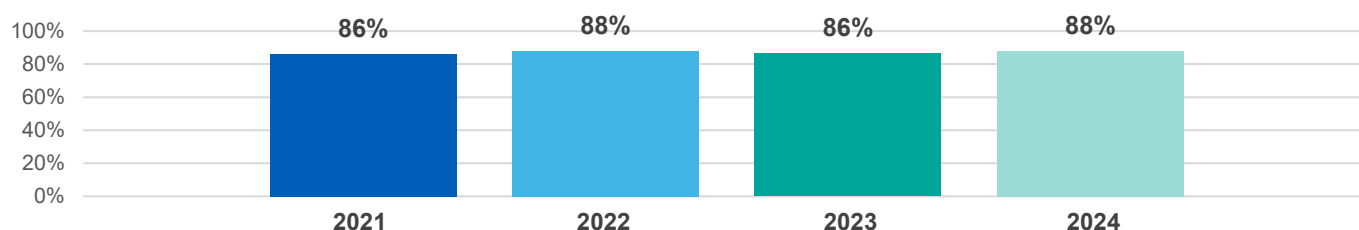
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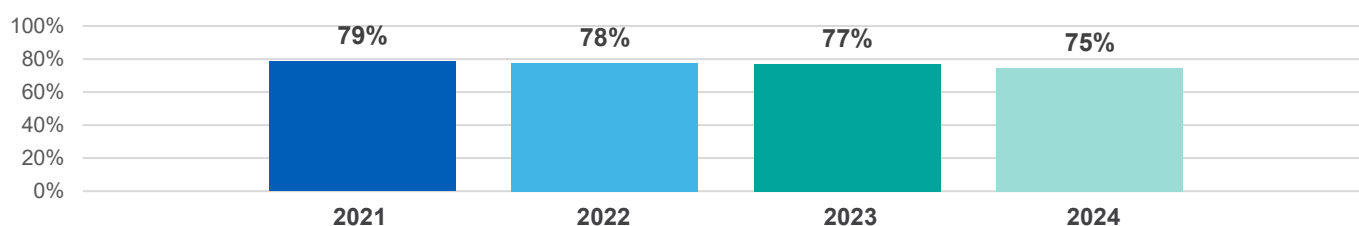
Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy



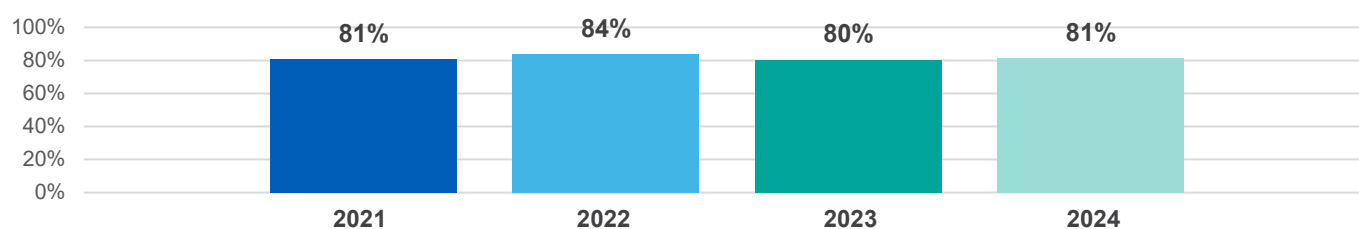
Q41\_3. Beforehand patient completely had enough understandable information about radiotherapy



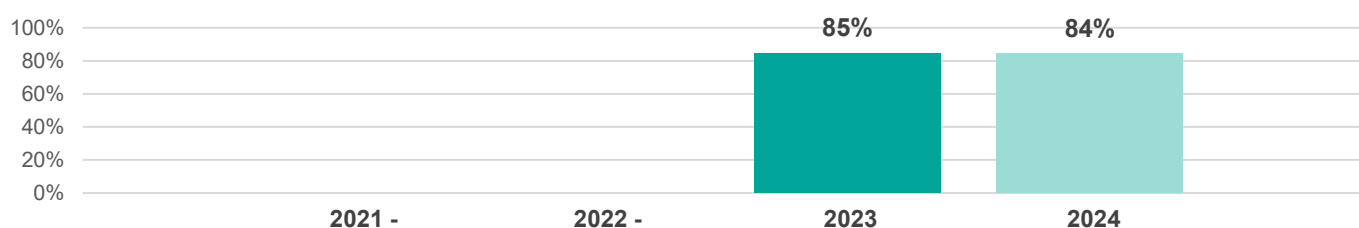
Q41\_4. Beforehand patient completely had enough understandable information about hormone therapy



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



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



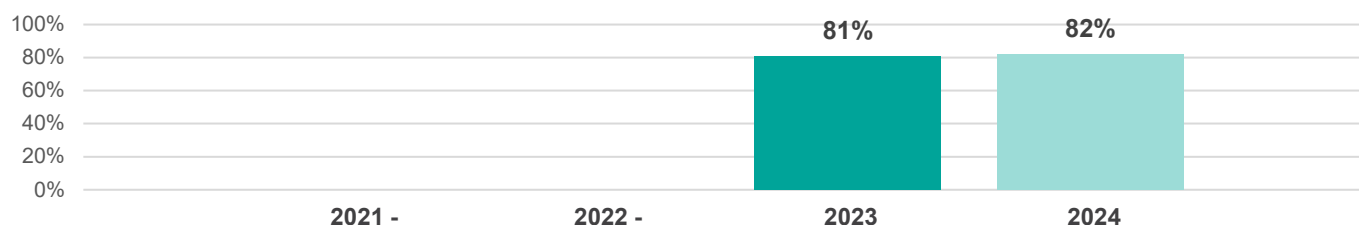
## Year on year charts

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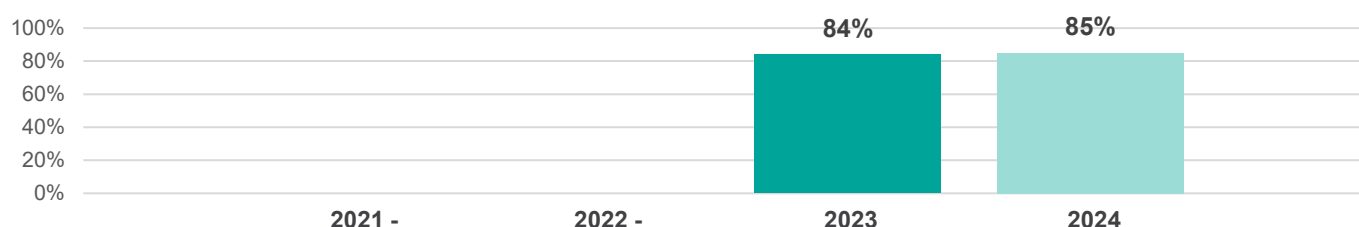
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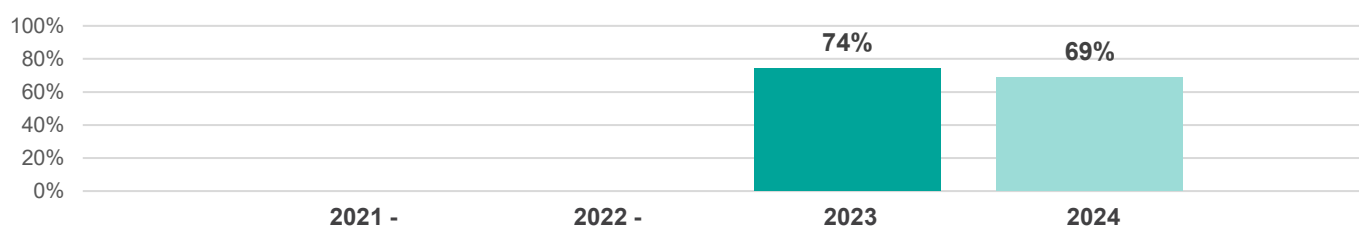
Q42\_2. Patient completely had enough understandable information about their response to chemotherapy



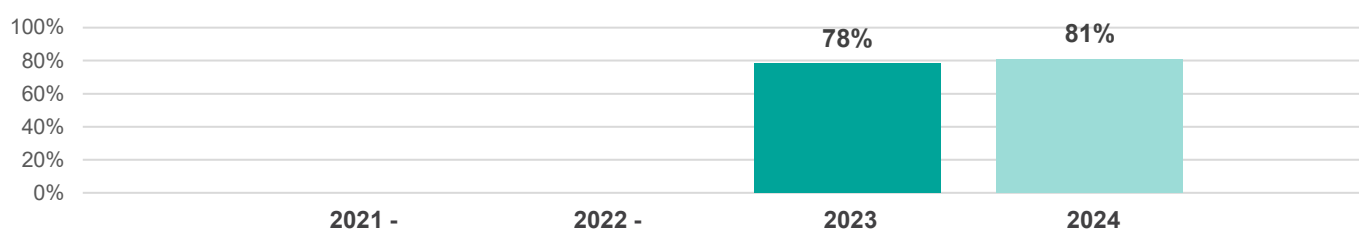
Q42\_3. Patient completely had enough understandable information about their response to radiotherapy



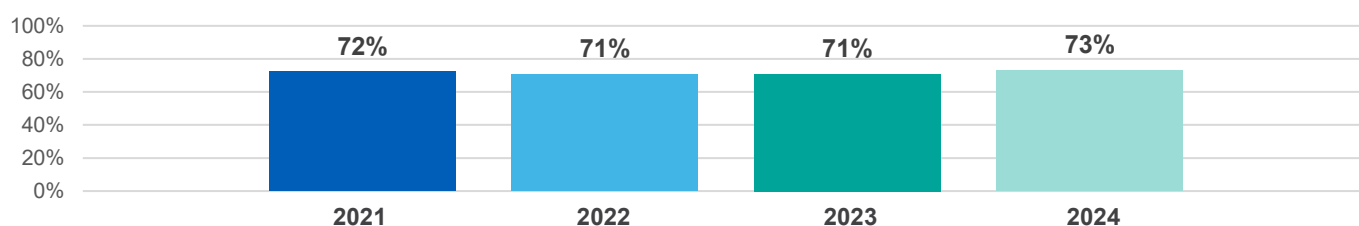
Q42\_4. Patient completely had enough understandable information about their response to hormone therapy



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



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



## Year on year charts

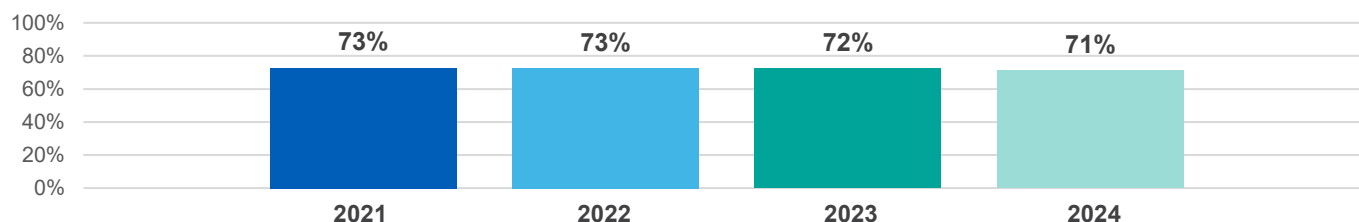
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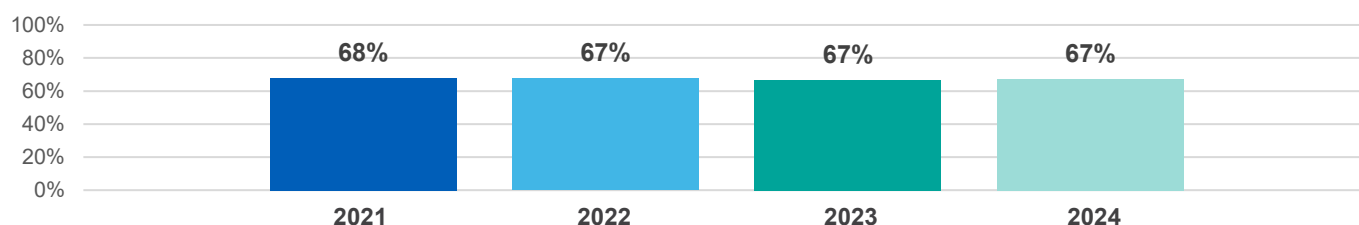
The scores are unadjusted and based on England scores only.

### IMMEDIATE AND LONG-TERM SIDE EFFECTS

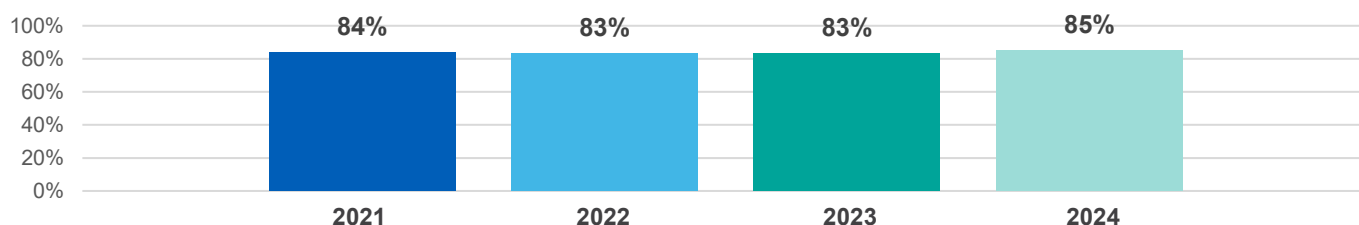
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



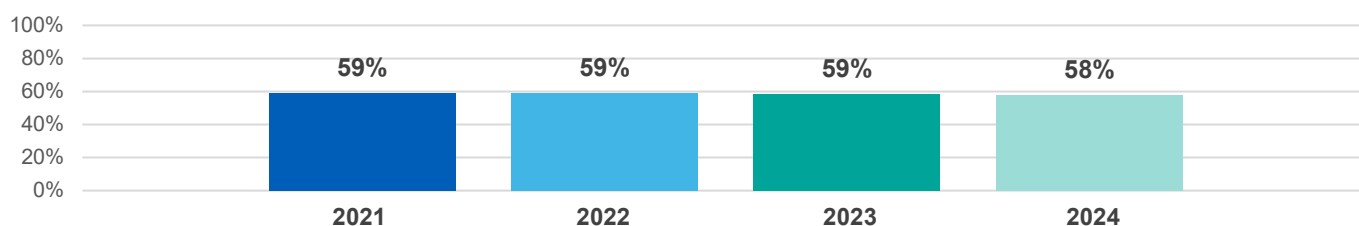
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



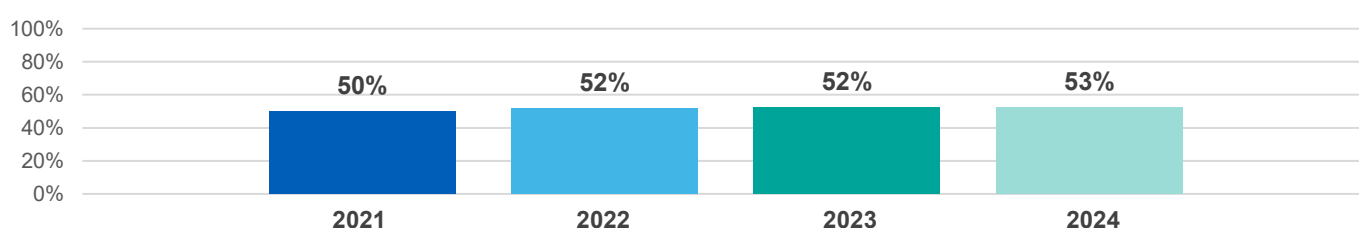
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



## Year on year charts

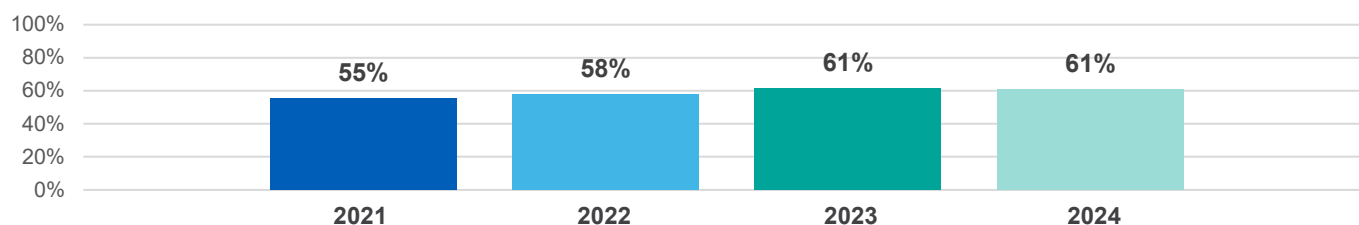
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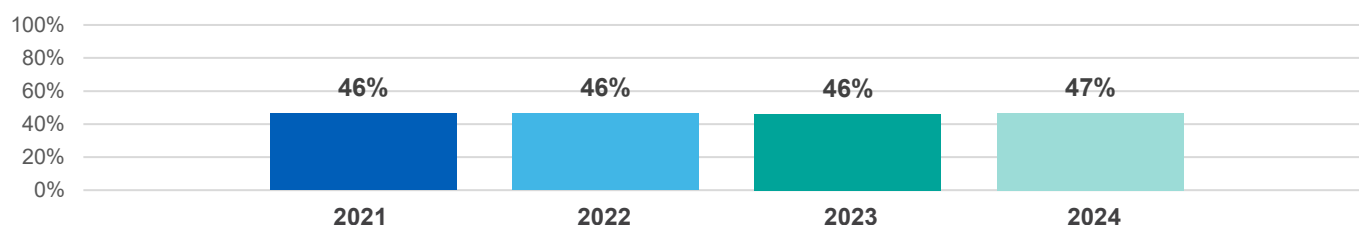
The scores are unadjusted and based on England scores only.

### SUPPORT WHILE AT HOME

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

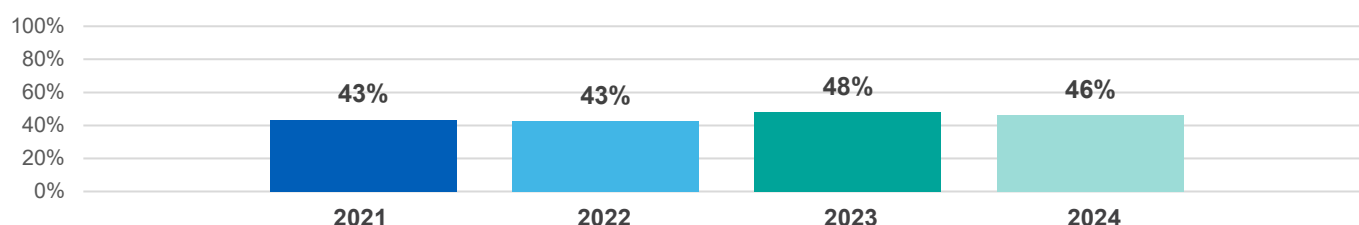


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

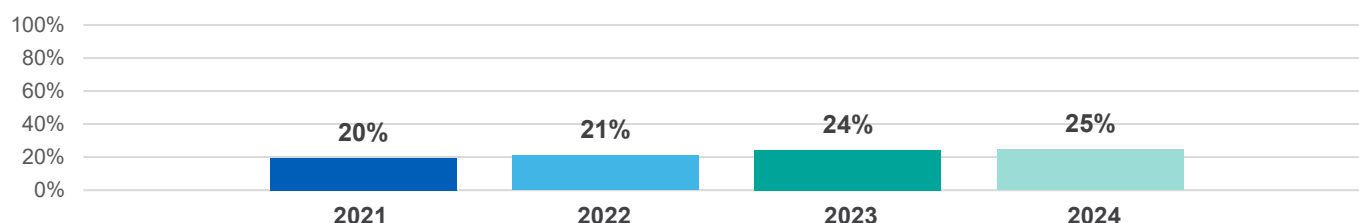


### CARE FROM YOUR GP PRACTICE

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

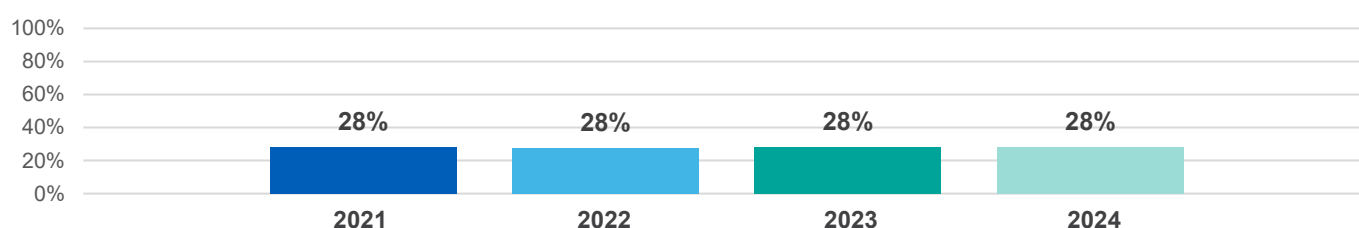


Q52. Patient has had a review of cancer care by GP practice



### LIVING WITH AND BEYOND CANCER

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



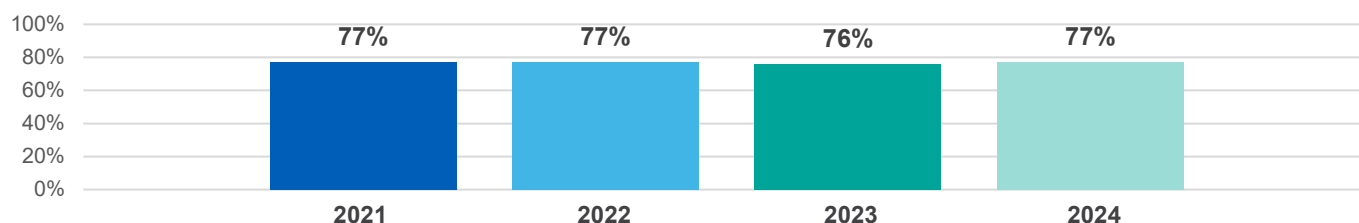
## Year on year charts

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

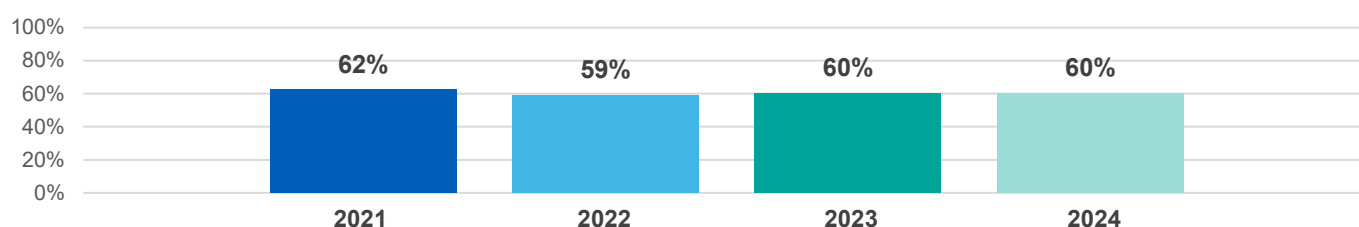
- No score available.

The scores are unadjusted and based on England scores only.

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

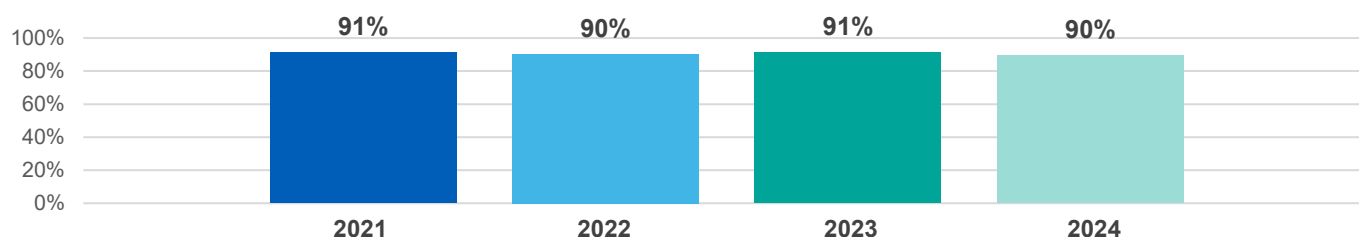


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

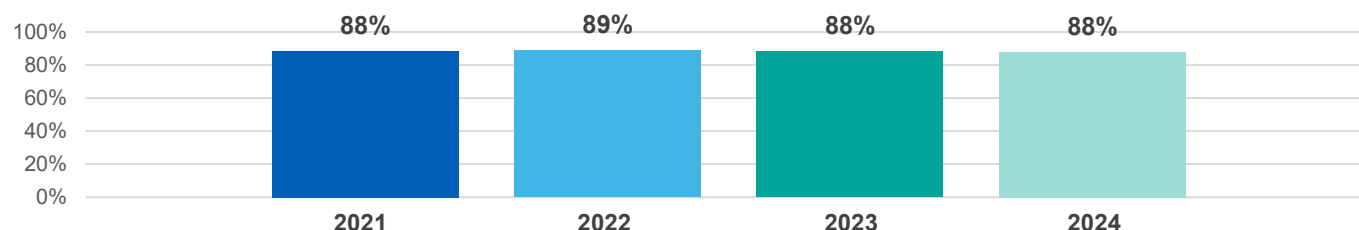


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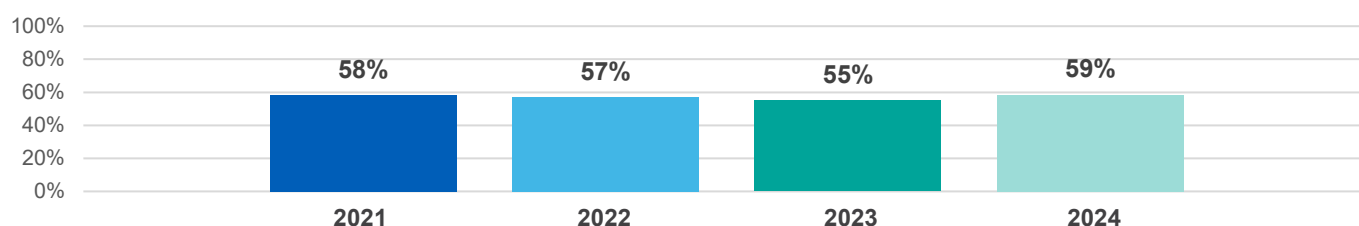
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



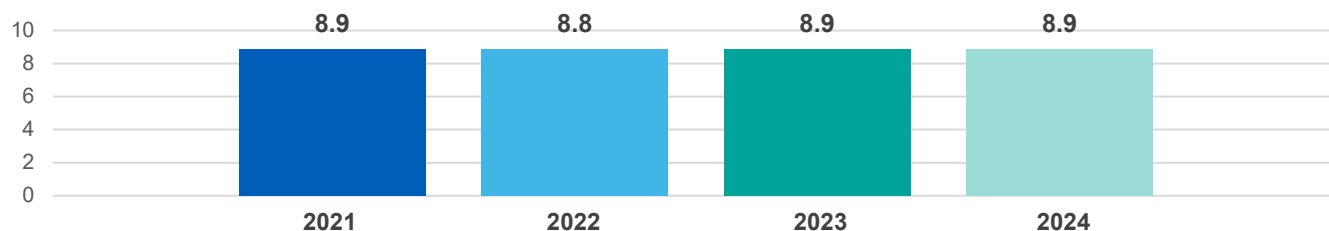
## Year on year charts

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- No score available.

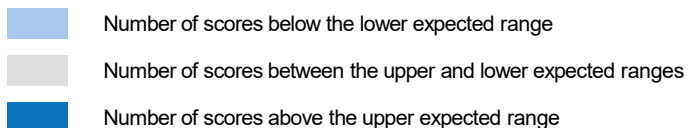
The scores are unadjusted and based on England scores only.

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



## Trust expected range summary

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



Trust		Expected range classification		
RPY	The Royal Marsden NHS Foundation Trust	2	45	14
RJ7	St George's University Hospitals NHS Foundation Trust		54	7
RAS	The Hillingdon Hospitals NHS Foundation Trust	2	54	5
RVR	Epsom and St Helier University Hospitals NHS Trust	1	55	4
RJ6	Croydon Health Services NHS Trust		56	1
RAX	Kingston Hospital NHS Foundation Trust	1	60	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	9	52	
R1K	London North West University Healthcare NHS Trust	15	46	
RYJ	Imperial College Healthcare NHS Trust	26	34	1



# 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		
QWE	NHS South West London Integrated Care Board	1	52	8
QRV	NHS North West London Integrated Care Board	12	48	1