

National Cancer Patient Experience Survey

2024 Results

West Midlands Cancer Alliance

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Executive summary

Questions above expected range

West Midlands Cancer Alliance has no scores above expected range.

Executive summary

Questions below expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q07. Patient felt the length of time waiting for diagnostic test results was about right	74%	76%	79%	78%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	93%	95%	94%
Q27. Staff provided the patient with relevant information on available support	90%	90%	94%	92%
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	76%	80%	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	68%	69%	73%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	70%	73%	72%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	63%	68%	66%
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	60%	66%	63%
Q57. Administration of care was very good or good	86%	86%	89%	88%

Introduction

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

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

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

Methodology

Eligibility, fieldwork and survey methods

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

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

Note on question comparability

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

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

How alliance results are derived

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

Case mix adjustment

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

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

Scoring methodology

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

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

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

Statistical significance

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

Suppression

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

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

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

Additional suppression

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

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

Understanding the results

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

Expected range charts

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

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

Comparability tables

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

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

Subgroup breakdowns

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

Tumour group tables

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

Age group tables

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

'Which of the following best describes you?'

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

Ethnicity tables

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

Long-term condition status tables

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

Number of long-term conditions tables

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

IMD quintile tables

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

Year on year charts

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

Trust expected range summary

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

ICB expected range summary

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

National level and England level data

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

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

Further information

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

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

Response rate

Overall response rate

7,338 patients responded out of a total of 15,150 patients, resulting in a response rate of 48%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	16,207	15,150	7,338	48%
National	135,429	127,021	64,055	50%

Respondents by survey type

	Number of respondents
Paper	5,936
Online	1,399
Phone	1
Translation service	2
Total	7,338

Respondents by tumour group

	Number of respondents
Brain / CNS	30
Breast	1,610
Colorectal / LGT	969
Gynaecological	331
Haematological	1,002
Head and neck	177
Lung	413
Prostate	904
Sarcoma	36
Skin	247
Upper gastro	352
Urological	577
Other	690
Total	7,338

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	6,385
Irish	50
Gypsy or Irish Traveller	*
Roma	*
Any other White background	140
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	20
White and Black African	6
White and Asian	12
Any other Mixed / multiple ethnic background	11
Asian or Asian British	
Indian	107
Pakistani	47
Bangladeshi	10
Chinese	19
Any other Asian background	32
Black / African / Caribbean / Black British	
African	41
Caribbean	56
Any other Black / African / Caribbean background	14
Other Ethnic Group	
Arab	*
Any other ethnic group	12
Not given	
Not given	369
Total	7,338

Expected range charts

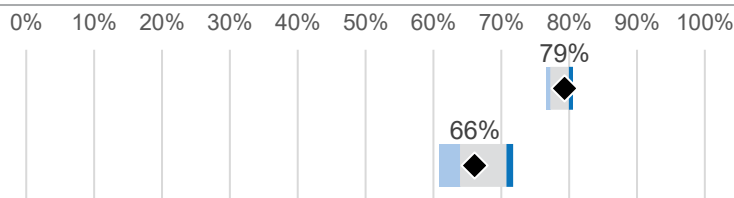
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

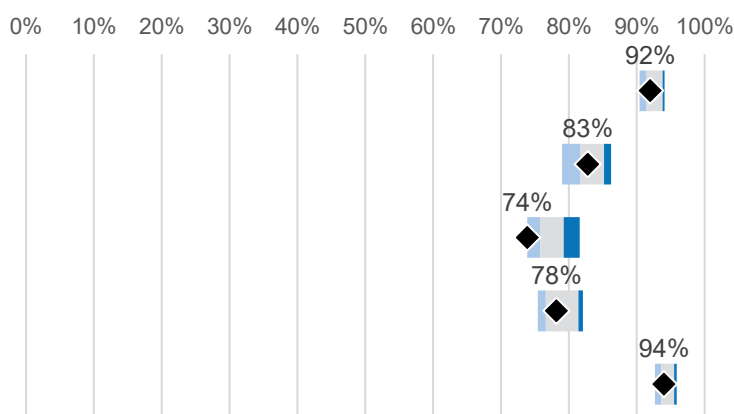
Q5. Patient received all the information needed about the diagnostic test in advance

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

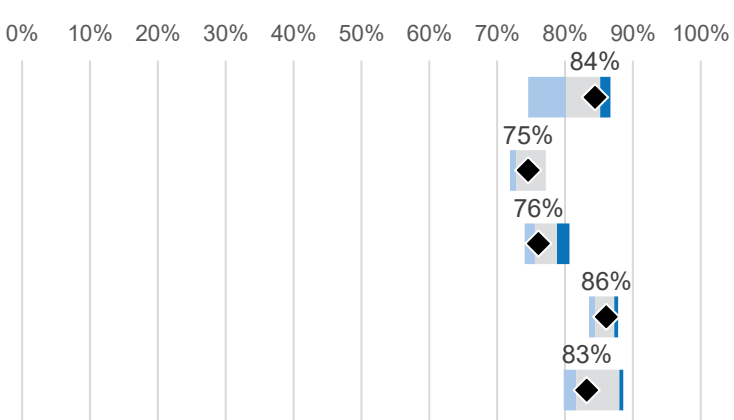
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

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

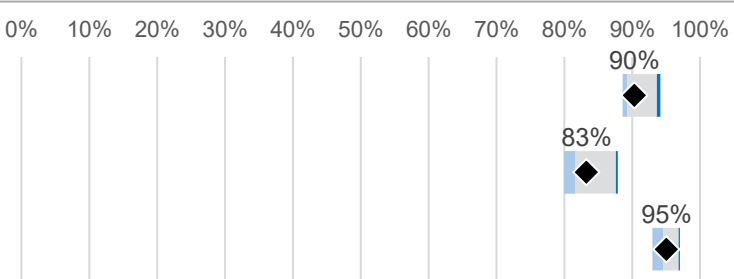


SUPPORT FROM A MAIN CONTACT PERSON

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

80%

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

71%

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

93%

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

99%

SUPPORT FROM HOSPITAL STAFF

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

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

90%

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

70%

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

75%

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

68%

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

69%

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

72%

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

62%

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

83%

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

87%



Expected range charts

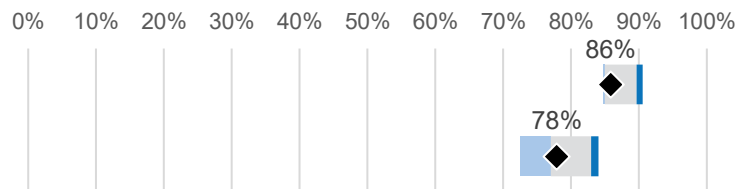
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

HOSPITAL CARE CONTINUED

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

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



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

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

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

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

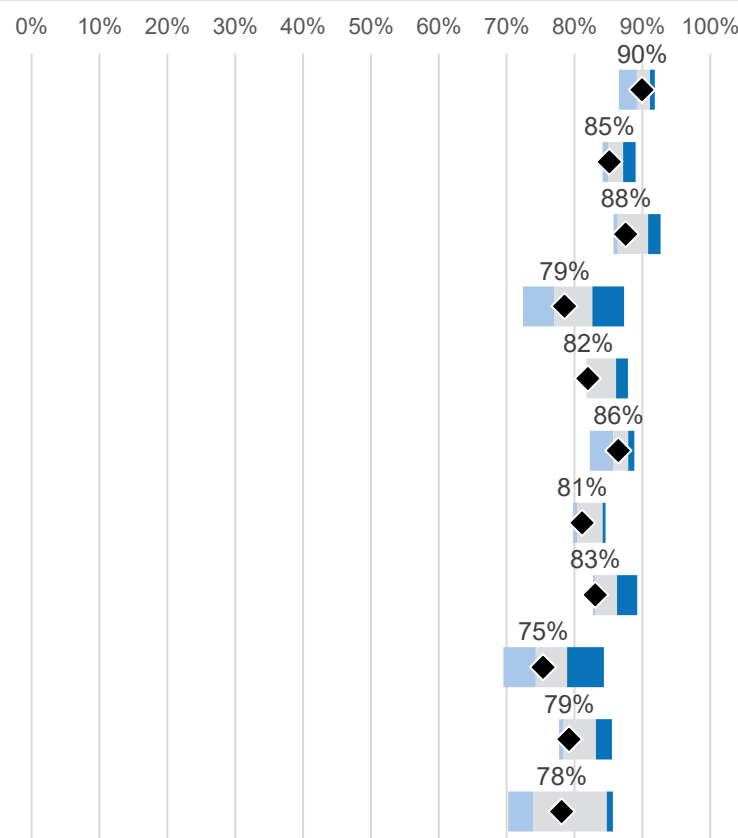
Q42_2. Patient completely had enough understandable information about their response to chemotherapy

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

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

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

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



IMMEDIATE AND LONG-TERM SIDE EFFECTS

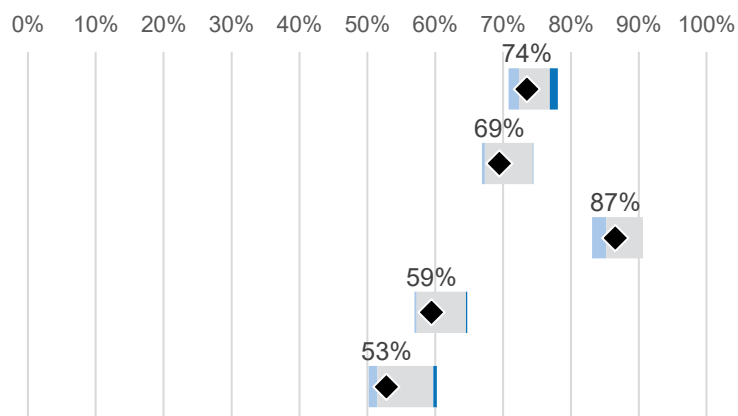
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

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

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

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



Expected range charts

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

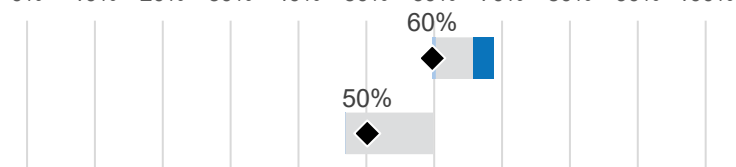
The left outer edge of the bars is the lowest score achieved of all alliances. The right outer edge of the bars is the highest score achieved of all alliances.

SUPPORT WHILE AT HOME

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

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

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

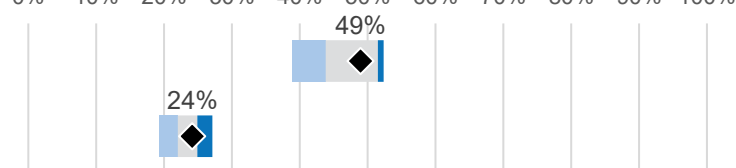


CARE FROM YOUR GP PRACTICE

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

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

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



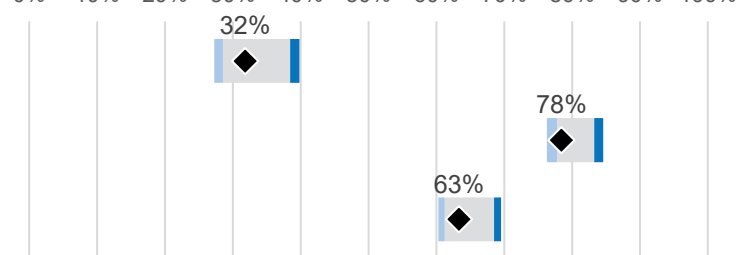
LIVING WITH AND BEYOND CANCER

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

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

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

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



YOUR OVERALL NHS CARE

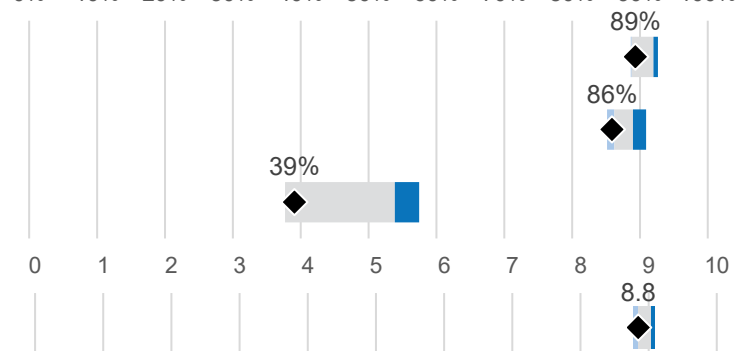
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q56. The whole care team worked well together




Q57. Administration of care was very good or good

Q58. Cancer research opportunities were discussed with patient

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



Comparability tables

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

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	3343	79%	3422	79%		▲	79%	77%	80%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	4577	68%	4856	66%	▼	▲	66%	64%	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	5512	92%	5836	92%			92%	91%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	5783	83%	6090	83%			83%	82%	85%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	5800	74%	6109	74%		▼	74%	76%	79%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	5810	78%	6127	78%			78%	77%	81%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	5823	94%	6141	94%			94%	94%	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	6535	84%	6870	85%		▲	84%	80%	85%	83%
Q13. Patient was definitely told sensitively that they had cancer	6920	75%	7243	75%			75%	73%	77%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	6930	77%	7259	76%			76%	76%	79%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	6929	86%	7236	86%		▲	86%	84%	87%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	6110	82%	6472	83%		▲	83%	82%	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	6654	91%	6958	90%			90%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	5487	84%	5663	83%			83%	82%	88%	85%
Q19. Patient found advice from main contact person was very or quite helpful	5745	96%	5942	95%			95%	95%	97%	96%

Comparability tables

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

▲ or ▼

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

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	6523	83%	6828	82%			82%	81%	85%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	6859	79%	7174	80%		▲	80%	78%	83%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	5997	83%	6381	84%	▲	▲	84%	84%	86%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	3814	57%	3905	56%			56%	54%	61%	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	6172	71%	6538	71%			71%	70%	76%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	3623	93%	3861	93%			93%	93%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	2886	99%	3080	99%			99%	99%	99%	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	5727	89%	6073	90%		▲	90%	90%	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	6858	74%	7189	76%			76%	75%	80%	78%
Q29. Patient was offered information about how to get financial help or benefits	3844	68%	3980	70%	▲		70%	69%	75%	72%

Comparability tables

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- No score available.

▲ or ▼

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

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	3035	75%	3155	75%		▼	75%	76%	80%	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	2566	67%	2663	68%		▲	68%	69%	73%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	2980	69%	3103	69%			69%	70%	73%	72%
Q34. Patient was always able to get help from ward staff when needed	2977	70%	3095	72%		▼	72%	71%	77%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	2908	62%	3006	63%		▼	62%	63%	68%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	2623	83%	2718	83%		▼	83%	82%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	3031	87%	3146	87%			87%	86%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	2947	88%	3059	86%	▼		86%	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	6028	79%	6310	78%			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	3546	90%	3696	90%			90%	89%	91%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	3519	86%	3682	85%			85%	85%	87%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	1860	88%	1881	88%			88%	86%	91%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	1251	80%	1289	79%			79%	77%	83%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	879	85%	1057	82%			82%	82%	86%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	3496	87%	3656	87%			86%	86%	88%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	3522	82%	3680	81%			81%	80%	84%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	1854	84%	1864	83%			83%	83%	86%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	1236	76%	1288	76%			75%	74%	79%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	882	82%	1052	79%			79%	78%	83%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	6636	79%	7077	78%		▼	78%	74%	85%	79%

Comparability tables

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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	6483	74%	6902	74%			74%	72%	77%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	6203	69%	6554	70%			69%	67%	74%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	4964	86%	5412	87%		▲	87%	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	6213	59%	6542	60%			59%	57%	65%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	5331	53%	5662	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	4659	60%	5148	60%		▲	60%	60%	66%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	2682	53%	2768	50%			50%	47%	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	4086	48%	4355	49%		▲	49%	44%	52%	48%
Q52. Patient has had a review of cancer care by GP practice	6556	24%	6876	24%		▲	24%	22%	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	1445	32%	1431	32%		▲	32%	29%	38%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	2871	78%	3020	79%			78%	78%	83%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	5423	62%	5638	63%			63%	61%	69%	65%

Comparability tables

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▲ or ▼

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

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

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	6515	89%	6903	89%		▼	89%	89%	92%	90%
Q57. Administration of care was very good or good	6795	87%	7163	86%		▼	86%	86%	89%	88%
Q58. Cancer research opportunities were discussed with patient	3985	39%	4052	40%			39%	38%	54%	46%
Q59. Patient's average rating of care scored from very poor to very good	6659	8.8	6962	8.8			8.8	8.8	9.0	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	73%	92%	79%	73%	63%	76%	74%	80%	60%	87%	74%	83%	77%	79%										
Q3. Referral for diagnosis was explained in a way the patient could completely understand	50%	79%	69%	58%	53%	58%	53%	71%	46%	76%	59%	59%	64%	66%										

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	83%	91%	93%	90%	92%	92%	93%	92%	84%	94%	92%	91%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	64%	85%	85%	80%	81%	84%	85%	84%	63%	84%	81%	80%	82%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	60%	73%	82%	68%	81%	78%	73%	74%	70%	70%	72%	74%	67%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	65%	79%	84%	74%	75%	78%	79%	78%	70%	89%	72%	78%	77%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	85%	96%	95%	89%	92%	96%	95%	96%	91%	97%	92%	91%	93%	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	79%	89%	91%	83%	79%	89%	88%	84%	78%	84%	82%	74%	85%	85%
Q13. Patient was definitely told sensitively that they had cancer	57%	82%	79%	71%	70%	77%	74%	73%	64%	84%	71%	68%	71%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	63%	81%	82%	73%	65%	82%	78%	78%	64%	84%	74%	75%	72%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	63%	90%	88%	87%	83%	91%	86%	89%	80%	92%	79%	80%	84%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	74%	88%	86%	82%	81%	87%	83%	85%	88%	89%	76%	72%	79%	83%

Tumour group tables

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	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q17. Patient had a main point of contact within the care team	97%	92%	94%	94%	94%	95%	94%	85%	94%	90%	92%	77%	90%
Q18. Patient found it very or quite easy to contact their main contact person	69%	83%	86%	86%	88%	84%	83%	77%	87%	87%	84%	75%	85%
Q19. Patient found advice from main contact person was very or quite helpful	89%	94%	97%	94%	97%	98%	95%	94%	88%	97%	98%	93%	95%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q20. Treatment options were explained in a way the patient could completely understand	75%	83%	86%	85%	80%	86%	84%	81%	89%	86%	80%	79%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	67%	79%	84%	79%	77%	81%	84%	82%	81%	88%	77%	75%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	84%	87%	87%	81%	87%	87%	86%	84%	89%	84%	78%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	26%	56%	57%	59%	57%	66%	64%	56%	45%	62%	55%	42%	54%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	48%	72%	74%	76%	72%	76%	72%	68%	64%	77%	71%	63%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	91%	96%	95%	95%	96%	95%	89%	94%	98%	92%	89%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	94%	99%	99%	100%	100%	99%	99%	98%	100%	99%	99%	100%	99%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q27. Staff provided the patient with relevant information on available support	88%	92%	93%	89%	89%	96%	89%	90%	90%	93%	89%	84%	85%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	67%	73%	79%	75%	79%	87%	78%	76%	72%	83%	73%	72%	73%
Q29. Patient was offered information about how to get financial help or benefits	69%	74%	71%	71%	74%	76%	79%	56%	52%	70%	70%	56%	71%

Tumour group tables

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HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	57%	73%	76%	75%	76%	78%	77%	80%	75%	77%	74%	75%	73%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	55%	64%	70%	70%	68%	69%	75%	70%	57%	59%	67%	68%	64%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	45%	67%	74%	72%	65%	77%	71%	71%	67%	74%	62%	67%	66%	69%
Q34. Patient was always able to get help from ward staff when needed	48%	71%	73%	69%	70%	76%	74%	82%	67%	65%	65%	77%	70%	72%
Q35. Patient was always able to discuss worries and fears with hospital staff	44%	59%	70%	63%	58%	59%	64%	68%	57%	58%	62%	63%	55%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	69%	83%	85%	84%	83%	86%	85%	85%	78%	80%	79%	81%	79%	83%
Q37. Patient was always treated with respect and dignity while in hospital	75%	85%	89%	86%	85%	88%	88%	90%	88%	84%	83%	90%	86%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	79%	86%	89%	87%	81%	93%	88%	83%	88%	83%	82%	87%	85%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	76%	81%	77%	81%	84%	78%	78%	59%	82%	78%	76%	74%	78%

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

Tumour group tables

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

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	69%	72%	74%	77%	69%	77%	73%	75%	71%	80%	76%	75%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	56%	68%	73%	75%	69%	77%	76%	64%	64%	77%	65%	69%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	78%	87%	90%	86%	86%	88%	90%	86%	83%	86%	87%	81%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	41%	59%	60%	66%	55%	67%	59%	62%	55%	71%	56%	56%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	38%	51%	54%	55%	51%	61%	56%	54%	53%	68%	48%	50%	53%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	44%	54%	63%	58%	62%	73%	67%	57%	58%	70%	62%	57%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	51%	52%	47%	47%	56%	51%	51%	65%	60%	51%	41%	52%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q51. Patient definitely received the right amount of support from their GP practice during treatment	52%	48%	49%	46%	46%	47%	51%	56%	42%	54%	44%	45%	49%
Q52. Patient has had a review of cancer care by GP practice	34%	25%	27%	29%	17%	28%	25%	26%	21%	22%	25%	22%	25%

Tumour group tables

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

LIVING WITH AND BEYOND CANCER															Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All														
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	31%	39%	30%	28%	37%	29%	29%	53%	32%	33%	21%	34%	32%														
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	54%	79%	82%	76%	79%	87%	75%	73%	81%	84%	78%	76%	80%	79%														
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	58%	60%	60%	73%	60%	64%	62%	69%	86%	57%	64%	64%	63%														

YOUR OVERALL NHS CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q56. The whole care team worked well together	82%	88%	91%	88%	91%	95%	89%	90%	87%	92%	86%	88%	89%	89%
Q57. Administration of care was very good or good	76%	87%	87%	86%	90%	93%	86%	83%	75%	84%	82%	83%	85%	86%
Q58. Cancer research opportunities were discussed with patient	63%	36%	44%	35%	54%	28%	43%	28%	50%	31%	43%	32%	39%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.3	8.8	9.0	8.8	9.1	9.1	8.9	8.7	8.2	9.0	8.7	8.6	8.8	8.8

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	30%	63%	74%	76%	75%	79%	85%	88%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	40%	41%	72%	75%	66%	65%	65%	69%	66%

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	100%	87%	91%	92%	92%	92%	93%	91%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	67%	72%	82%	81%	84%	85%	81%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	55%	59%	63%	69%	74%	81%	83%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	82%	64%	67%	72%	76%	80%	81%	76%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	76%	90%	92%	91%	95%	96%	95%	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	83%	78%	82%	84%	83%	86%	86%	82%	85%
Q13. Patient was definitely told sensitively that they had cancer	67%	61%	71%	73%	71%	76%	76%	76%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	62%	67%	71%	74%	73%	79%	77%	77%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	69%	61%	85%	85%	83%	87%	88%	90%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	100%	80%	83%	87%	86%	85%	80%	76%	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	100%	79%	92%	91%	92%	90%	91%	81%	90%
Q18. Patient found it very or quite easy to contact their main contact person	83%	88%	78%	79%	82%	84%	85%	89%	83%
Q19. Patient found advice from main contact person was very or quite helpful	92%	100%	91%	93%	93%	96%	96%	99%	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	91%	72%	73%	82%	81%	84%	83%	81%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	92%	64%	70%	77%	77%	82%	81%	79%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	50%	71%	80%	82%	84%	86%	84%	89%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	55%	50%	57%	56%	57%	55%	52%	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	69%	67%	65%	69%	70%	72%	72%	71%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	80%	83%	86%	89%	92%	93%	95%	97%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	98%	98%	98%	99%	99%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	100%	76%	86%	90%	90%	91%	89%	87%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	64%	65%	69%	72%	77%	79%	82%	76%
Q29. Patient was offered information about how to get financial help or benefits	92%	76%	72%	75%	72%	73%	63%	64%	70%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	60%	65%	56%	68%	70%	78%	81%	83%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	60%	48%	55%	64%	61%	71%	72%	76%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	40%	61%	66%	64%	66%	71%	72%	67%	69%
Q34. Patient was always able to get help from ward staff when needed	50%	65%	61%	66%	69%	73%	77%	77%	72%
Q35. Patient was always able to discuss worries and fears with hospital staff	40%	43%	53%	60%	60%	65%	63%	66%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	77%	70%	77%	80%	85%	87%	87%	83%
Q37. Patient was always treated with respect and dignity while in hospital	50%	74%	73%	81%	84%	89%	90%	91%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	80%	87%	85%	87%	86%	86%	86%	84%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	64%	66%	69%	73%	75%	80%	80%	78%	78%

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	*	90%	86%	89%	89%	90%	91%	90%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	90%	88%	82%	86%	85%	87%	84%	85%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	100%	85%	86%	86%	89%	89%	81%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	78%	76%	78%	82%	77%	79%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	79%	80%	83%	81%	83%	76%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	90%	83%	87%	86%	88%	87%	81%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	90%	75%	75%	81%	79%	83%	81%	88%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	86%	81%	76%	83%	85%	85%	81%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	72%	72%	74%	79%	74%	83%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	81%	76%	79%	80%	81%	66%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	42%	68%	70%	74%	76%	80%	80%	80%	78%

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	75%	73%	70%	74%	76%	76%	71%	66%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	58%	64%	65%	68%	71%	72%	67%	69%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	100%	80%	79%	86%	87%	88%	85%	88%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	42%	61%	58%	60%	60%	62%	57%	54%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	48%	49%	49%	54%	56%	51%	53%	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	73%	48%	52%	52%	58%	62%	62%	63%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	38%	50%	47%	50%	51%	50%	50%	50%

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	*	46%	47%	50%	52%	48%	48%	54%	49%
Q52. Patient has had a review of cancer care by GP practice	40%	38%	30%	30%	26%	22%	23%	26%	24%

Age group tables

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

LIVING WITH AND BEYOND CANCER									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	20%	30%	30%	30%	32%	32%	42%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	60%	69%	74%	76%	80%	81%	79%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	39%	54%	52%	61%	66%	66%	70%	63%

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	67%	92%	81%	88%	88%	90%	90%	93%	89%
Q57. Administration of care was very good or good	83%	86%	80%	84%	85%	86%	87%	88%	86%
Q58. Cancer research opportunities were discussed with patient	*	29%	30%	39%	38%	42%	40%	33%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.0	8.4	8.3	8.7	8.8	8.9	8.9	8.9	8.8

‘Which of the following best describes you?’ tables

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

SUPPORT FROM YOUR GP PRACTICE							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	79%	*	*	*	84%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	64%	*	*	*	68%	66%

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	92%	93%	*	*	*	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	84%	*	*	*	85%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72%	77%	*	*	*	79%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	80%	*	*	*	78%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	95%	*	*	*	94%	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	86%	84%	*	*	*	86%	85%
Q13. Patient was definitely told sensitively that they had cancer	76%	74%	*	*	*	75%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	77%	*	*	*	77%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	86%	*	*	*	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	84%	*	*	*	78%	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%	89%	*	*	*	89%	90%
Q18. Patient found it very or quite easy to contact their main contact person	84%	83%	*	*	*	86%	83%
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	*	*	*	96%	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	83%	82%	*	*	*	81%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	82%	*	*	*	77%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	85%	*	*	*	82%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	57%	*	*	*	56%	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%	72%	*	*	*	70%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	94%	*	*	*	87%	93%
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							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	92%	*	*	*	88%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	80%	*	*	*	73%	76%
Q29. Patient was offered information about how to get financial help or benefits	71%	69%	*	*	*	66%	70%

‘Which of the following best describes you?’ tables

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

HOSPITAL CARE							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	72%	79%	*	*	*	78%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	69%	*	*	*	71%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	70%	*	*	*	66%	69%
Q34. Patient was always able to get help from ward staff when needed	67%	77%	*	*	*	78%	72%
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	68%	*	*	*	59%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	84%	*	*	*	86%	83%
Q37. Patient was always treated with respect and dignity while in hospital	85%	90%	*	*	*	83%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	87%	*	*	*	84%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	81%	*	*	*	74%	78%

YOUR TREATMENT							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	90%	*	*	*	89%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	86%	*	*	*	80%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	87%	*	*	*	85%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	82%	*	*	*	81%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	84%	*	*	*	85%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	87%	*	*	*	83%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	83%	*	*	*	76%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	84%	*	*	*	83%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	79%	*	*	*	81%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	76%	82%	*	*	*	92%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	75%	82%	*	*	*	78%	78%

‘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	72%	75%	*	*	*	71%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	71%	*	*	*	70%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	88%	*	*	*	84%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	63%	*	*	*	60%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	56%	*	*	*	55%	53%

SUPPORT WHILE AT HOME							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	55%	65%	*	*	*	63%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	51%	*	*	*	58%	50%

CARE FROM YOUR GP PRACTICE							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	47%	51%	*	*	*	47%	49%
Q52. Patient has had a review of cancer care by GP practice	25%	24%	*	*	*	27%	24%

LIVING WITH AND BEYOND CANCER							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	31%	34%	*	*	*	34%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	80%	*	*	*	85%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	68%	*	*	*	64%	63%

‘Which of the following best describes you?’ tables

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YOUR OVERALL NHS CARE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	88%	91%	*	*	*	90%	89%
Q57. Administration of care was very good or good	86%	86%	*	*	*	86%	86%
Q58. Cancer research opportunities were discussed with patient	38%	42%	*	*	*	35%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	*	*	*	9.0	8.8

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	70%	70%	60%	70%	79%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	63%	65%	52%	73%	64%	66%

DIAGNOSTIC TESTS		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	98%	87%	90%	100%	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	72%	77%	77%	93%	82%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	63%	70%	80%	87%	77%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	66%	70%	70%	93%	78%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	96%	94%	88%	100%	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	85%	81%	85%	80%	80%	84%	85%
Q13. Patient was definitely told sensitively that they had cancer	75%	74%	71%	72%	93%	75%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	60%	76%	75%	93%	77%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	79%	87%	85%	93%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	81%	87%	81%	85%	79%	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	91%	87%	91%	88%	100%	87%	90%
Q18. Patient found it very or quite easy to contact their main contact person	84%	77%	79%	81%	93%	85%	83%
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	94%	91%	100%	95%	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%	69%	80%	78%	93%	81%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	73%	76%	73%	73%	76%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	69%	82%	78%	80%	82%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	63%	59%	53%	64%	58%	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	71%	62%	73%	67%	75%	69%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	76%	97%	90%	90%	87%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	97%	100%	*	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	90%	93%	92%	88%	87%	87%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	80%	77%	69%	73%	73%	76%
Q29. Patient was offered information about how to get financial help or benefits	70%	75%	70%	72%	64%	66%	70%

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	82%	74%	80%	70%	76%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	79%	70%	73%	*	68%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	62%	73%	78%	*	65%	69%
Q34. Patient was always able to get help from ward staff when needed	72%	77%	76%	80%	*	76%	72%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	57%	56%	70%	*	57%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	72%	83%	81%	*	85%	83%
Q37. Patient was always treated with respect and dignity while in hospital	87%	82%	88%	87%	*	81%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	86%	91%	87%	*	84%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	71%	76%	75%	79%	72%	78%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	100%	93%	90%	*	88%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	93%	90%	82%	*	83%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	90%	89%	86%	*	85%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	*	74%	86%	*	84%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	83%	85%	70%	*	80%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	96%	92%	84%	*	84%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	85%	86%	74%	*	80%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	*	88%	81%	*	83%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	76%	*	78%	73%	*	82%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	78%	83%	85%	*	*	91%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	69%	75%	67%	80%	75%	78%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	72%	78%	72%	67%	71%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	67%	72%	68%	79%	68%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	82%	90%	83%	75%	80%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	48%	64%	62%	77%	61%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	56%	56%	52%	62%	54%	53%

SUPPORT WHILE AT HOME	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	50%	67%	48%	*	59%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	46%	54%	36%	64%	52%	50%

CARE FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	49%	53%	52%	43%	55%	45%	49%
Q52. Patient has had a review of cancer care by GP practice	24%	42%	33%	32%	47%	27%	24%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	32%	33%	30%	25%	*	29%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	61%	79%	65%	*	78%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	66%	60%	52%	54%	64%	63%

YOUR OVERALL NHS CARE							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	89%	84%	90%	87%	100%	89%	89%
Q57. Administration of care was very good or good	86%	87%	87%	91%	93%	87%	86%
Q58. Cancer research opportunities were discussed with patient	39%	45%	50%	59%	*	39%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.5	8.7	8.3	9.2	8.8	8.8

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	79%	74%	83%	83%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	57%	65%	68%	68%	69%	66%

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%	91%	93%	93%	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	82%	83%	83%	84%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	73%	74%	74%	75%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	78%	79%	77%	79%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	93%	94%	95%	95%	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	85%	85%	85%	84%	85%	85%
Q13. Patient was definitely told sensitively that they had cancer	79%	74%	75%	74%	74%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	74%	74%	78%	77%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	89%	86%	86%	86%	86%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	85%	83%	83%	82%	83%	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	90%	91%	91%	91%	89%	90%
Q18. Patient found it very or quite easy to contact their main contact person	85%	85%	84%	82%	83%	83%
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	95%	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	83%	81%	82%	82%	84%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	80%	80%	80%	79%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	84%	85%	84%	84%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	62%	56%	56%	52%	54%	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	74%	70%	71%	71%	70%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	94%	92%	92%	92%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	99%	99%	98%	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	90%	90%	90%	90%	90%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	75%	76%	76%	76%	76%
Q29. Patient was offered information about how to get financial help or benefits	72%	69%	69%	70%	71%	70%

HOSPITAL CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	74%	75%	76%	75%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	73%	65%	68%	66%	68%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	67%	72%	68%	67%	69%
Q34. Patient was always able to get help from ward staff when needed	75%	72%	72%	71%	72%	72%
Q35. Patient was always able to discuss worries and fears with hospital staff	66%	60%	59%	65%	63%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	84%	84%	83%	83%	83%
Q37. Patient was always treated with respect and dignity while in hospital	87%	87%	87%	87%	88%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	86%	85%	84%	87%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	77%	78%	77%	79%	78%

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

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%	75%	73%	73%	72%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	69%	71%	68%	68%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	86%	87%	88%	86%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	66%	61%	59%	58%	56%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	59%	55%	54%	50%	49%	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	63%	58%	61%	60%	58%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	49%	54%	50%	50%	50%

CARE FROM YOUR GP PRACTICE	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	45%	50%	50%	50%	49%	49%
Q52. Patient has had a review of cancer care by GP practice	29%	24%	25%	24%	21%	24%

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	35%	32%	34%	28%	32%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	76%	79%	79%	81%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	63%	63%	64%	63%	63%

YOUR OVERALL NHS CARE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	89%	90%	90%	89%	90%	89%
Q57. Administration of care was very good or good	88%	86%	86%	85%	86%	86%
Q58. Cancer research opportunities were discussed with patient	47%	40%	39%	37%	38%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	8.8	8.8	8.9	8.8

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE		Long-term condition status		
	Yes	No	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	82%	81%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	70%	64%	66%

DIAGNOSTIC TESTS		Long-term condition status		
	Yes	No	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	94%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	85%	84%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	74%	76%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	80%	78%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	95%	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	84%	86%	85%	85%
Q13. Patient was definitely told sensitively that they had cancer	74%	76%	75%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	78%	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	87%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	86%	81%	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%	90%	90%
Q18. Patient found it very or quite easy to contact their main contact person	83%	85%	85%	83%
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	97%	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	82%	84%	82%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	82%	80%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	86%	83%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	57%	57%	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%	72%	69%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	88%	93%
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	89%	93%	88%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	78%	76%	76%
Q29. Patient was offered information about how to get financial help or benefits	69%	74%	65%	70%

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	77%	74%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	67%	70%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	72%	64%	69%
Q34. Patient was always able to get help from ward staff when needed	71%	74%	77%	72%
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	65%	61%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	85%	85%	83%
Q37. Patient was always treated with respect and dignity while in hospital	87%	87%	82%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	87%	87%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	81%	77%	78%

Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	92%	90%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	87%	83%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	88%	85%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	81%	78%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	85%	89%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	88%	86%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	84%	79%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	84%	83%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	78%	80%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	76%	85%	94%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	78%	80%	76%	78%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	78%	73%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	74%	69%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	89%	84%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	64%	61%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	57%	57%	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	58%	63%	60%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	46%	60%	54%	50%

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	47%	54%	45%	49%
Q52. Patient has had a review of cancer care by GP practice	25%	23%	24%	24%

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	29%	39%	38%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	82%	82%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	64%	68%	63%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	89%	91%	91%	89%
Q57. Administration of care was very good or good	85%	88%	88%	86%
Q58. Cancer research opportunities were discussed with patient	40%	39%	39%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	9.0	8.8

Number of long-term conditions tables

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

SUPPORT FROM YOUR GP PRACTICE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	78%	74%	82%	81%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	69%	60%	58%	70%	64%	66%

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%	93%	87%	94%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	81%	78%	85%	84%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	76%	72%	74%	76%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	78%	76%	80%	78%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	94%	93%	95%	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	84%	84%	85%	86%	85%	85%
Q13. Patient was definitely told sensitively that they had cancer	74%	74%	77%	76%	75%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	75%	73%	78%	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	87%	85%	87%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	82%	80%	86%	81%	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	91%	89%	91%	90%	90%	90%
Q18. Patient found it very or quite easy to contact their main contact person	84%	82%	81%	85%	85%	83%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	94%	95%	97%	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	83%	81%	79%	84%	82%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	79%	77%	82%	80%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	83%	83%	86%	83%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	56%	52%	57%	57%	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	72%	70%	69%	72%	69%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	92%	92%	94%	88%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	98%	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	90%	89%	85%	93%	88%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	74%	71%	78%	76%	76%
Q29. Patient was offered information about how to get financial help or benefits	73%	67%	63%	74%	65%	70%

Number of long-term conditions tables

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

HOSPITAL CARE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	76%	71%	77%	74%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	71%	65%	67%	70%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	68%	66%	72%	64%	69%
Q34. Patient was always able to get help from ward staff when needed	72%	73%	65%	74%	77%	72%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	61%	56%	65%	61%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	83%	74%	85%	85%	83%
Q37. Patient was always treated with respect and dignity while in hospital	89%	89%	82%	87%	82%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	87%	81%	87%	87%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	77%	72%	81%	77%	78%

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

Number of long-term conditions tables

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	70%	68%	78%	73%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	65%	64%	74%	69%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	86%	83%	89%	84%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	56%	56%	64%	61%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	50%	49%	57%	57%	53%

SUPPORT WHILE AT HOME	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	59%	60%	55%	63%	60%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	48%	39%	60%	54%	50%

CARE FROM YOUR GP PRACTICE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	48%	48%	42%	54%	45%	49%
Q52. Patient has had a review of cancer care by GP practice	26%	23%	25%	23%	24%	24%

LIVING WITH AND BEYOND CANCER	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	31%	25%	29%	39%	38%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	78%	68%	82%	82%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	63%	63%	64%	68%	63%

Number of long-term conditions tables

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

YOUR OVERALL NHS CARE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q56. The whole care team worked well together	90%	89%	85%	91%	91%	89%
Q57. Administration of care was very good or good	86%	84%	83%	88%	88%	86%
Q58. Cancer research opportunities were discussed with patient	39%	41%	39%	39%	39%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	8.6	8.9	9.0	8.8

Year on year charts

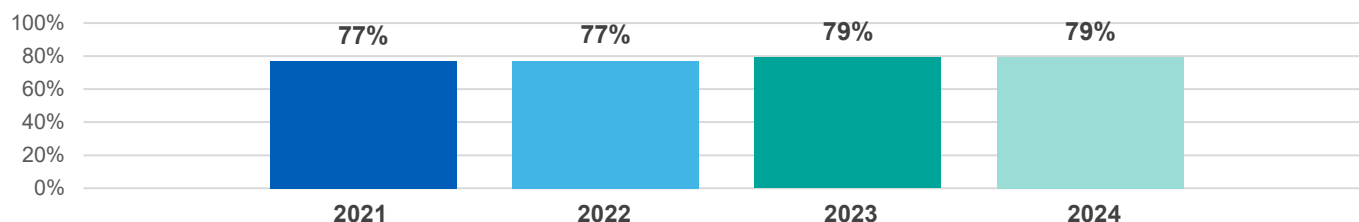
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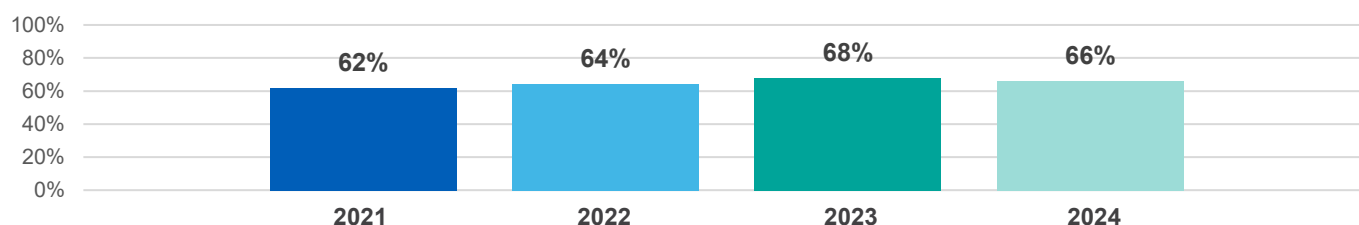
The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

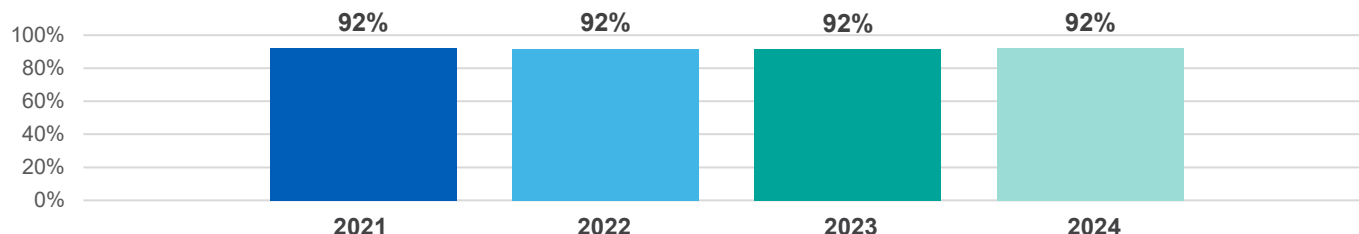


Q3. Referral for diagnosis was explained in a way the patient could completely understand

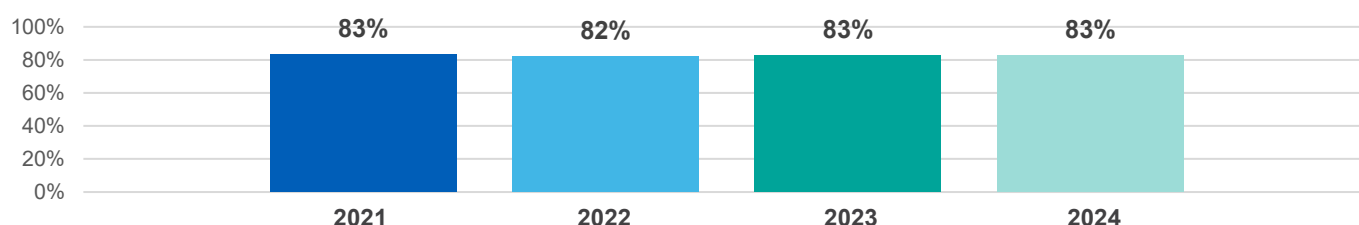


DIAGNOSTIC TESTS

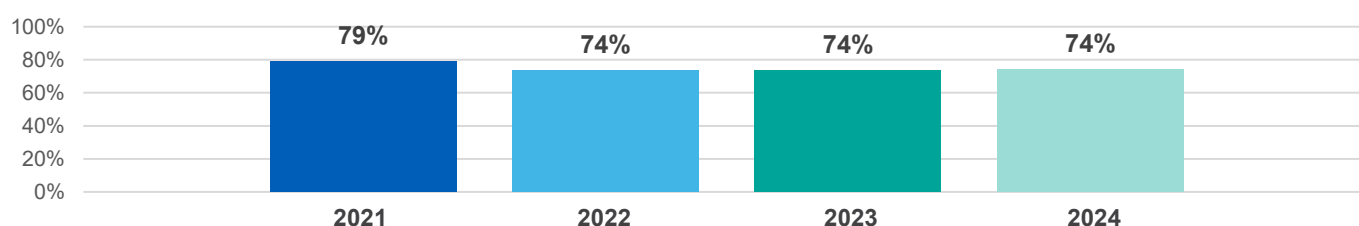
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



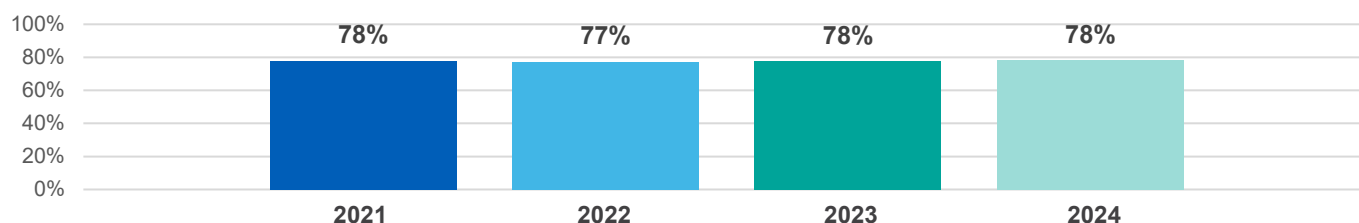
Year on year charts

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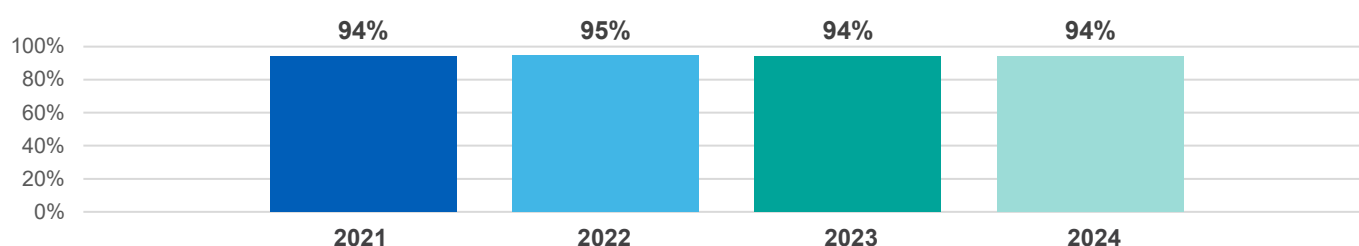
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The scores are unadjusted and based on England scores only.

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

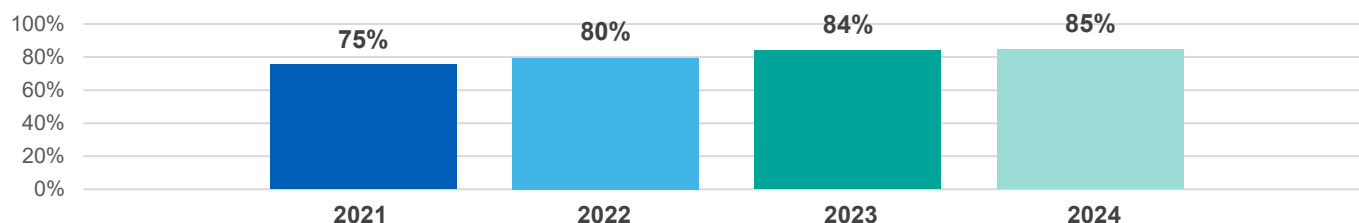


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

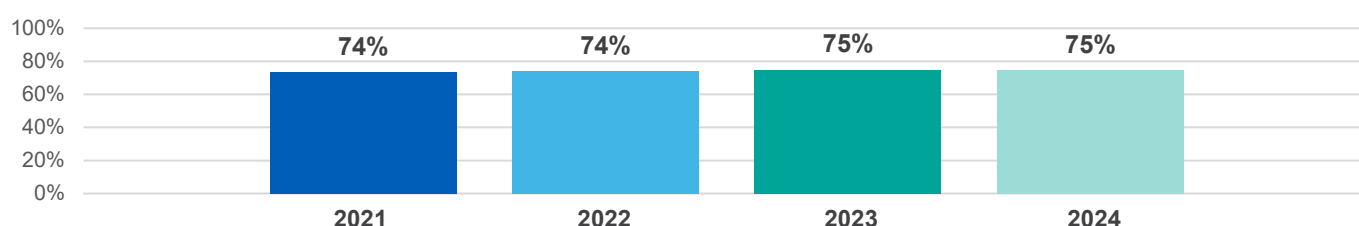


FINDING OUT THAT YOU HAD CANCER

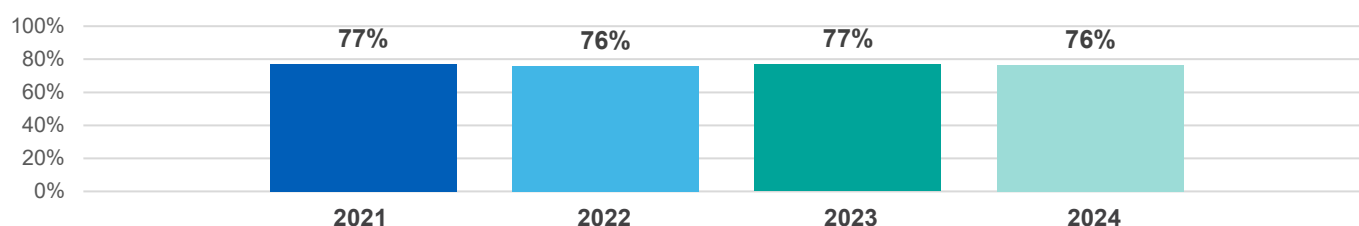
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



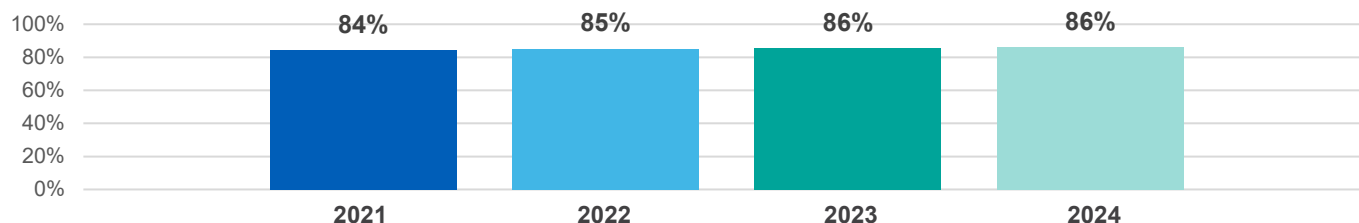
Year on year charts

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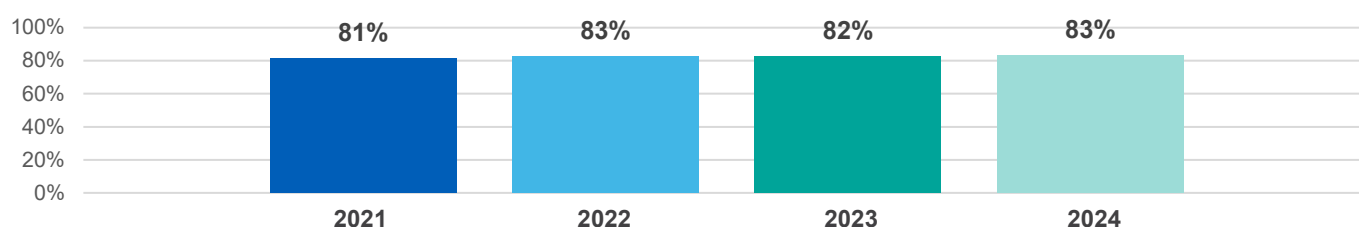
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The scores are unadjusted and based on England scores only.

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

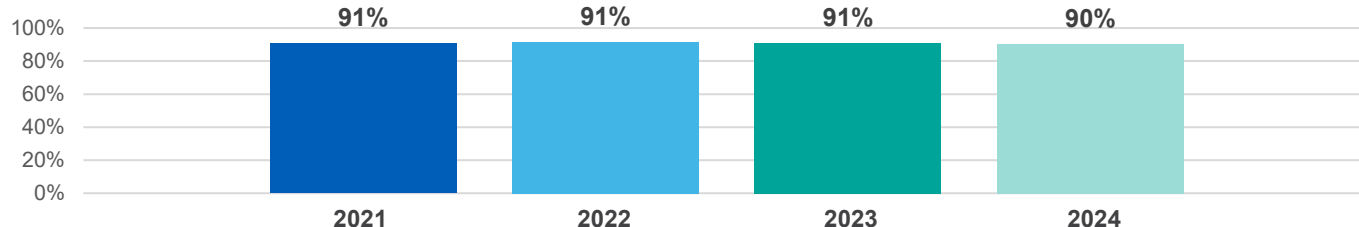


Q16. Patient was told they could go back later for more information about their diagnosis

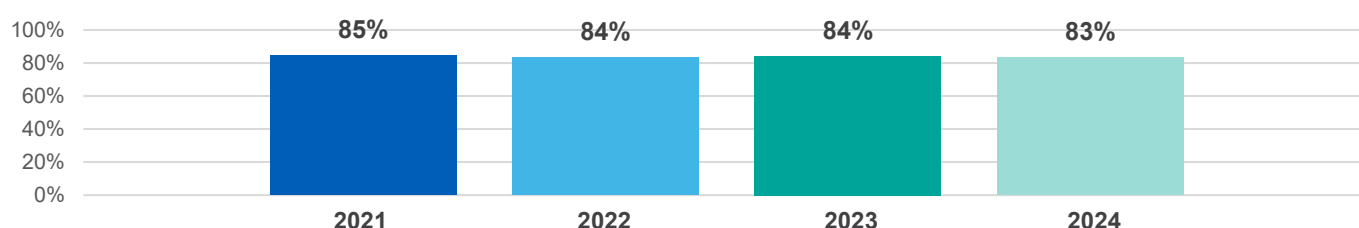


SUPPORT FROM A MAIN CONTACT PERSON

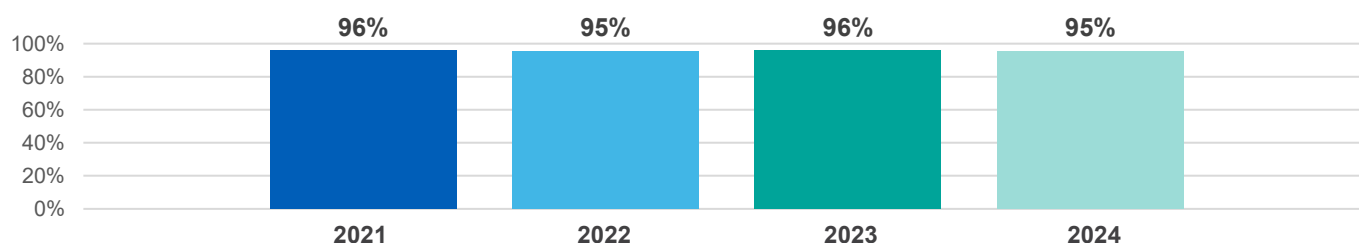
Q17. Patient had a main point of contact within the care team



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



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



Year on year charts

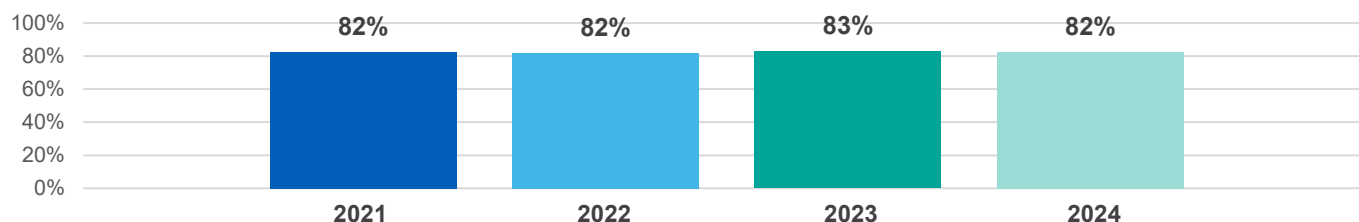
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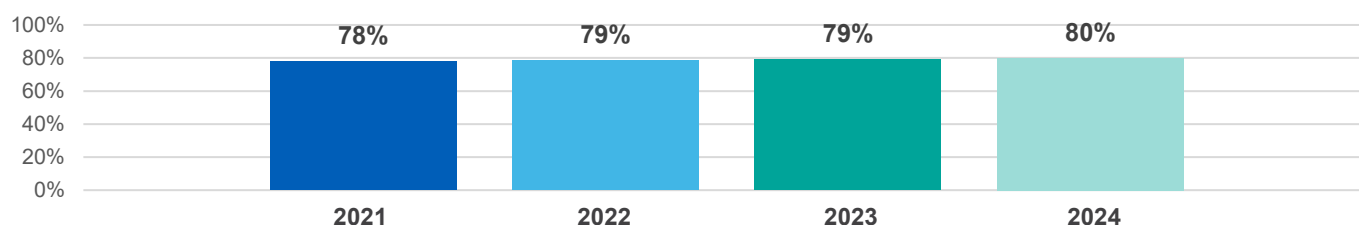
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DECIDING ON THE BEST TREATMENT

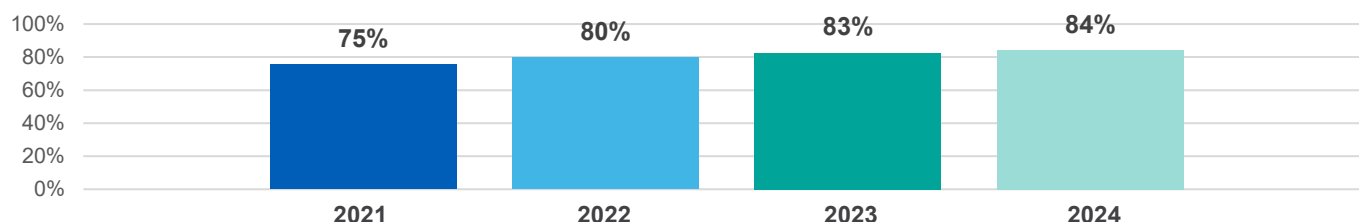
Q20. Treatment options were explained in a way the patient could completely understand



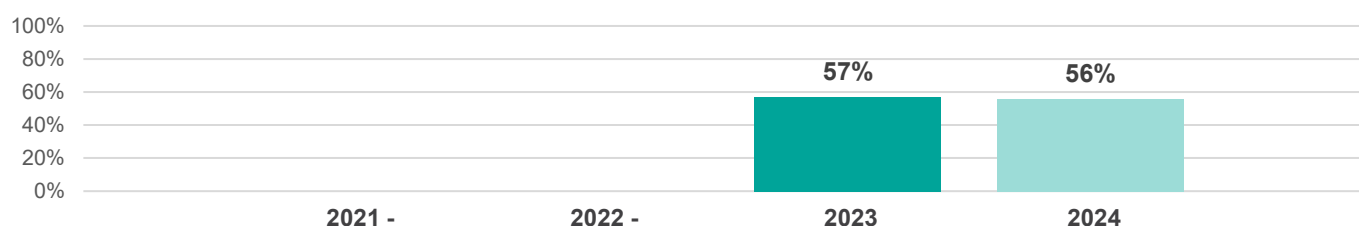
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

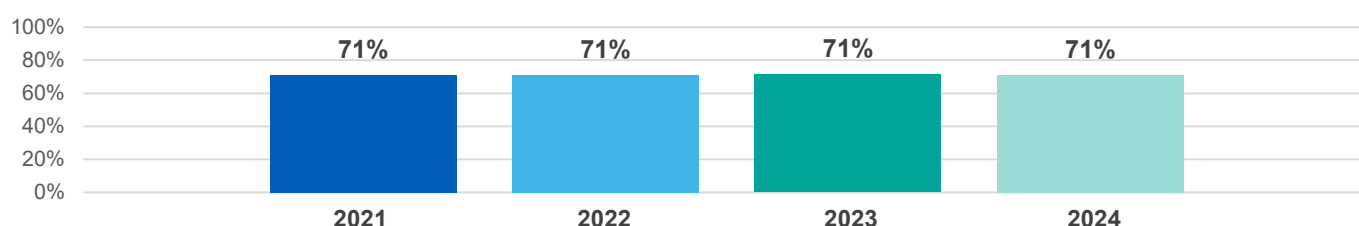


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



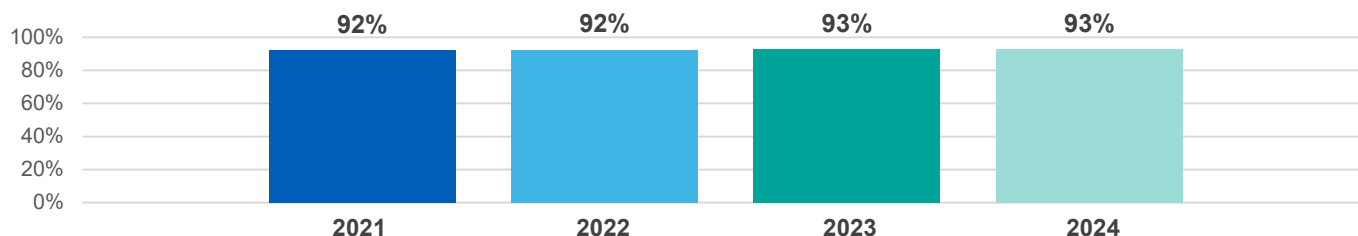
Year on year charts

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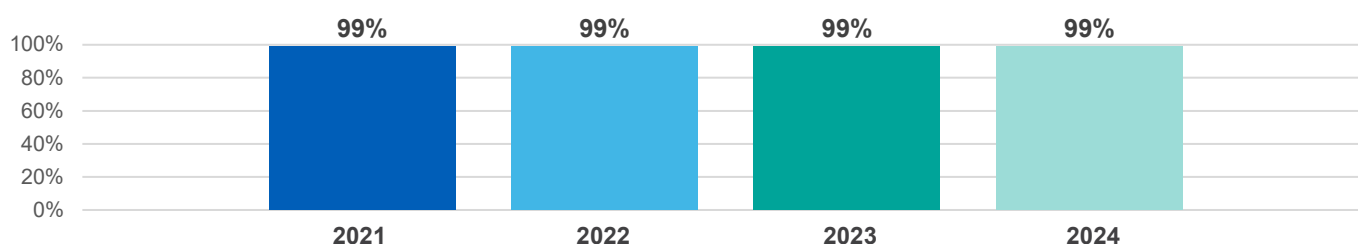
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The scores are unadjusted and based on England scores only.

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

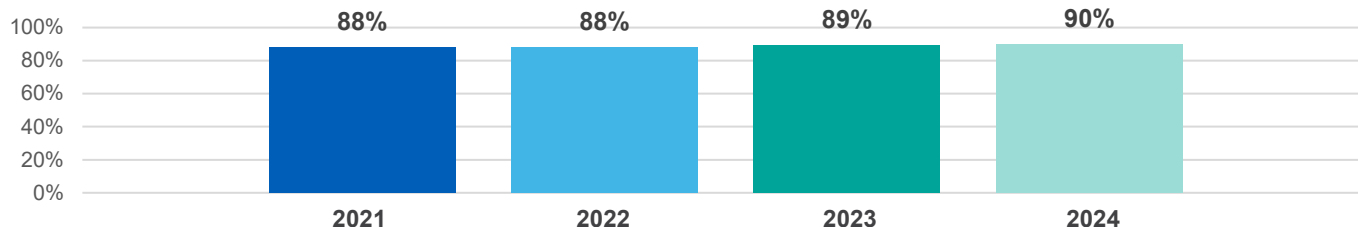


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

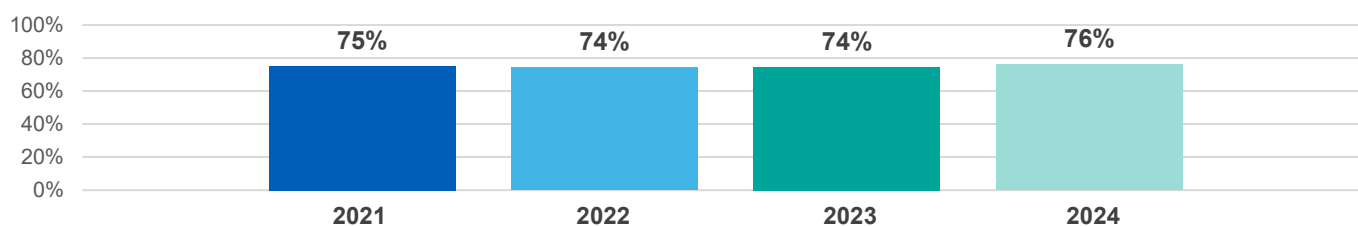


SUPPORT FROM HOSPITAL STAFF

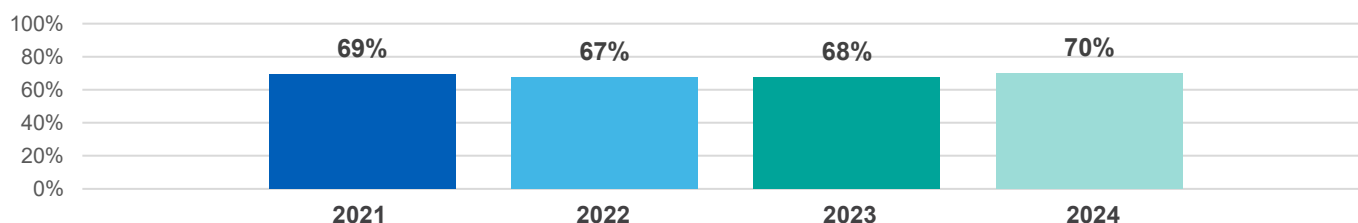
Q27. Staff provided the patient with relevant information on available support



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

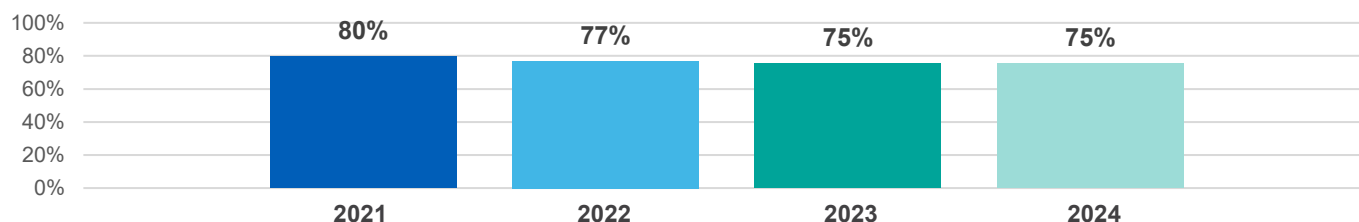
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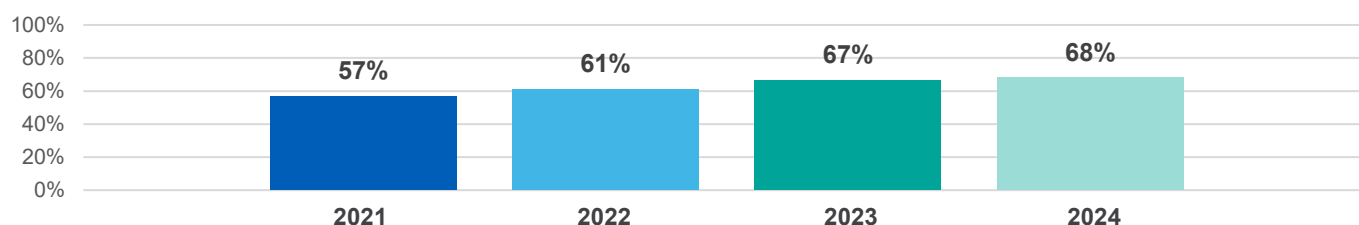
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HOSPITAL CARE

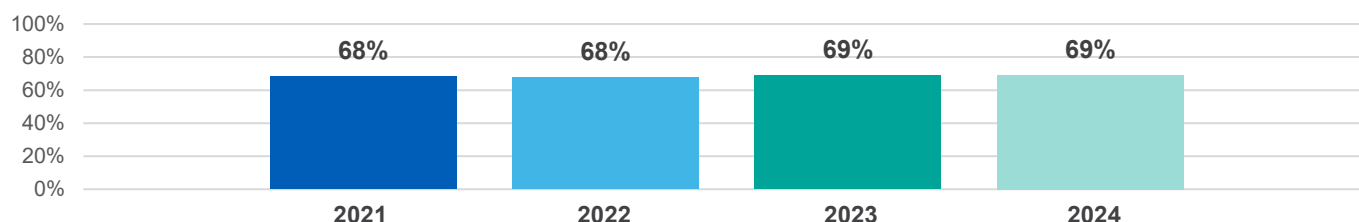
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



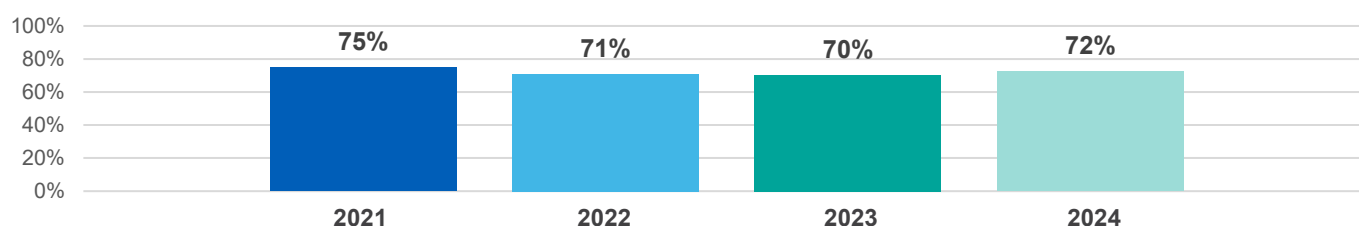
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



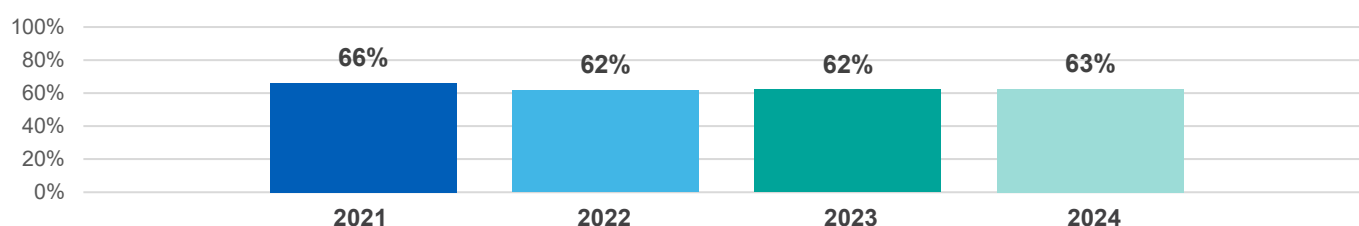
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



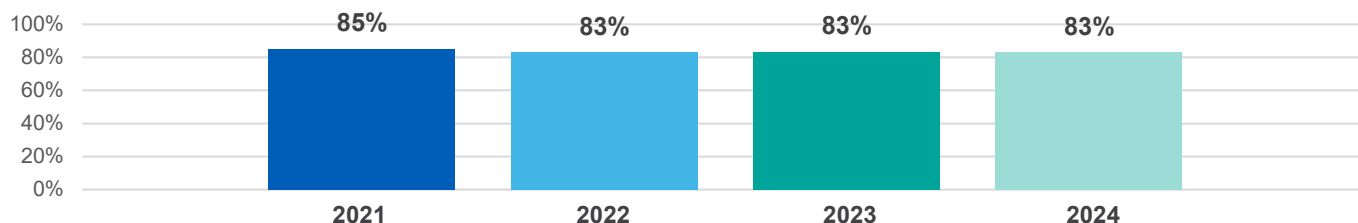
Year on year charts

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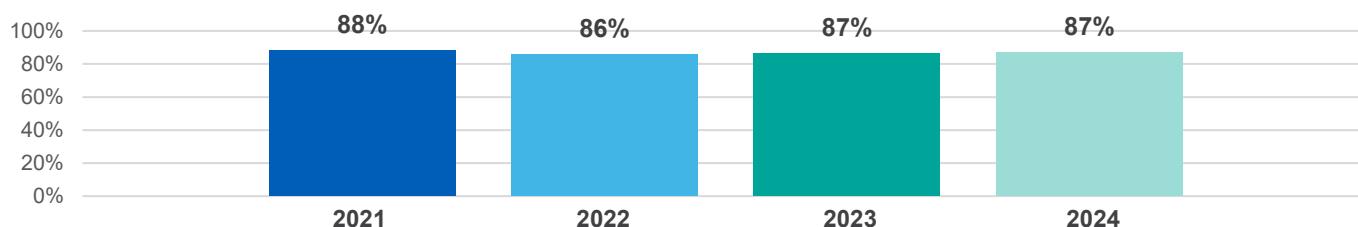
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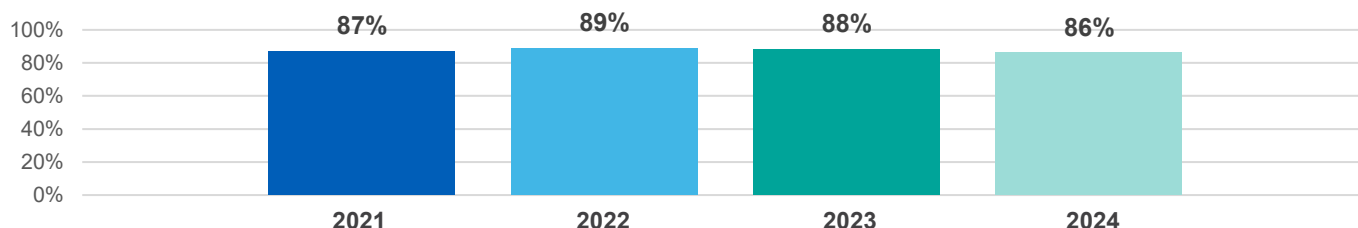
Q36. Hospital staff always did everything they could to help the patient control pain



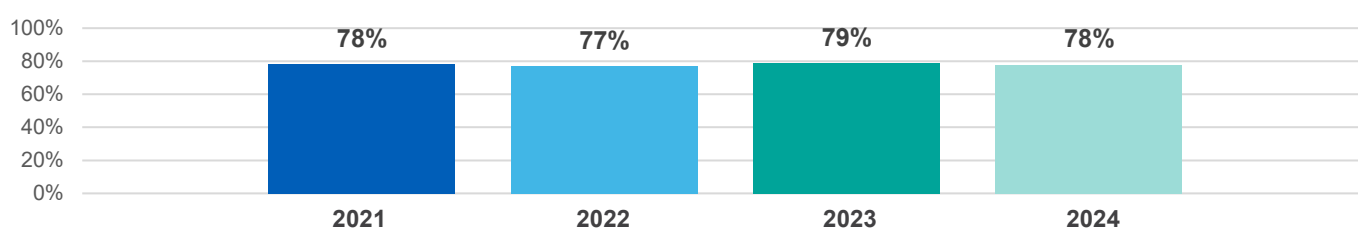
Q37. Patient was always treated with respect and dignity while in hospital



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

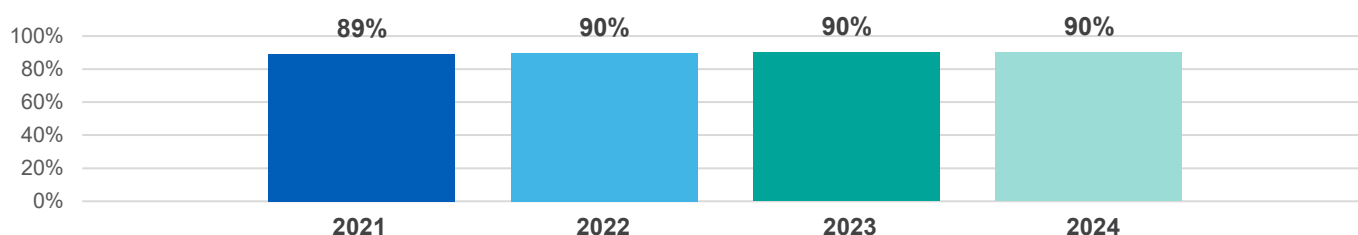


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



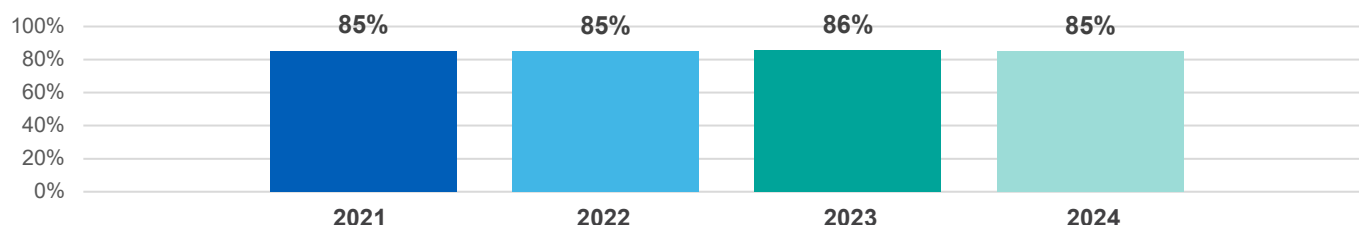
Year on year charts

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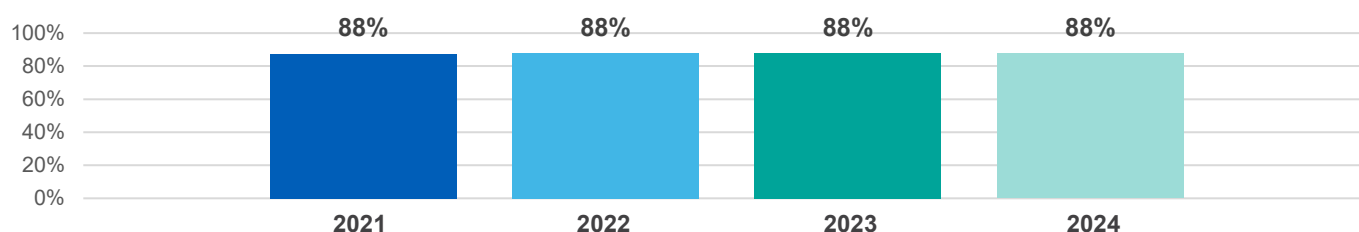
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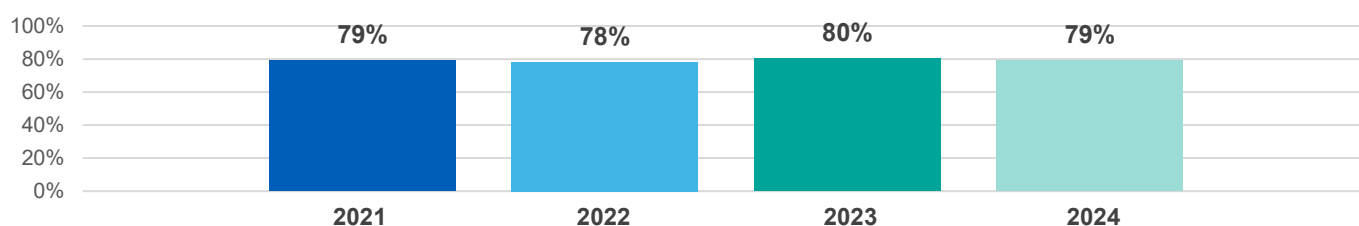
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



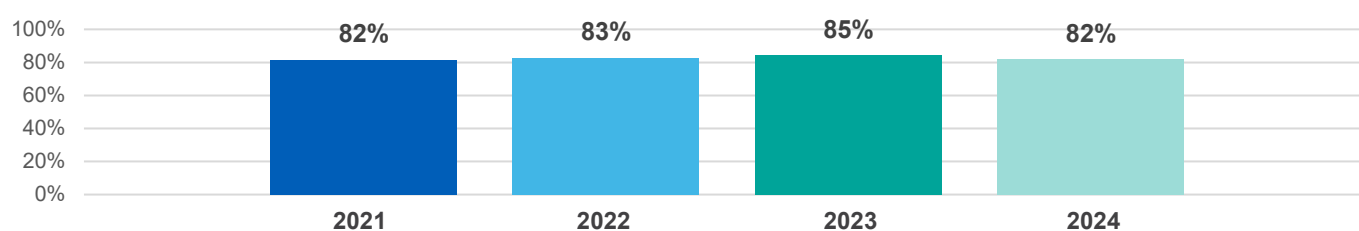
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



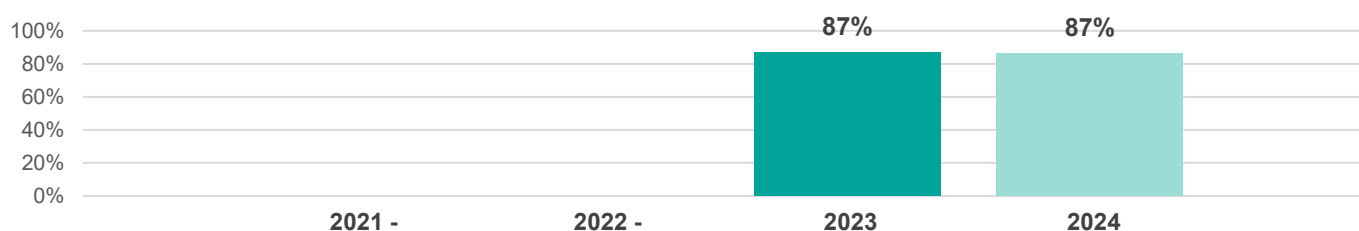
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



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



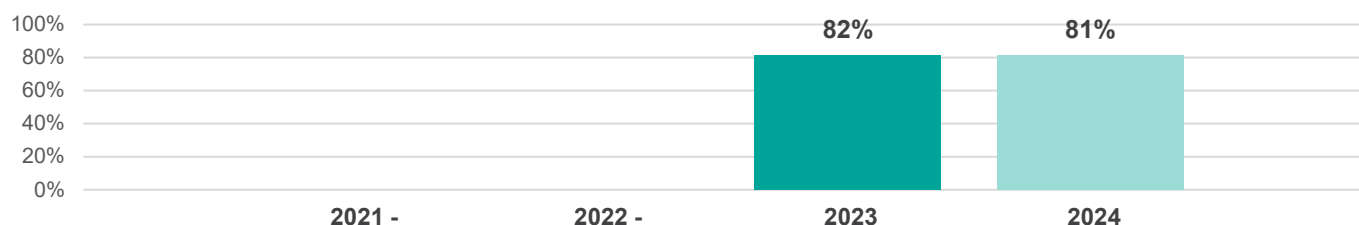
Year on year charts

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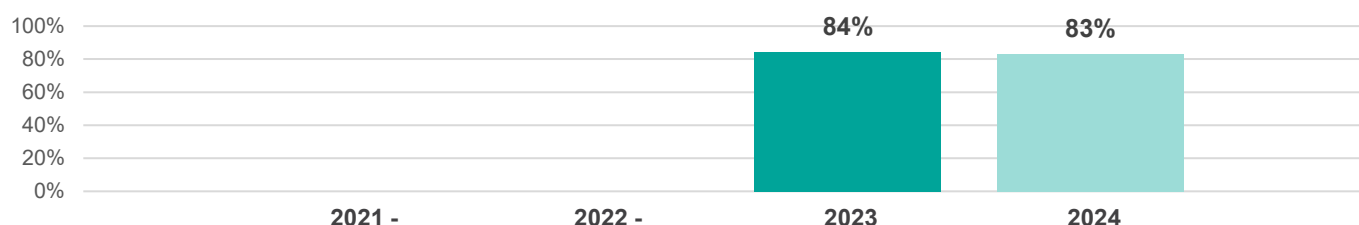
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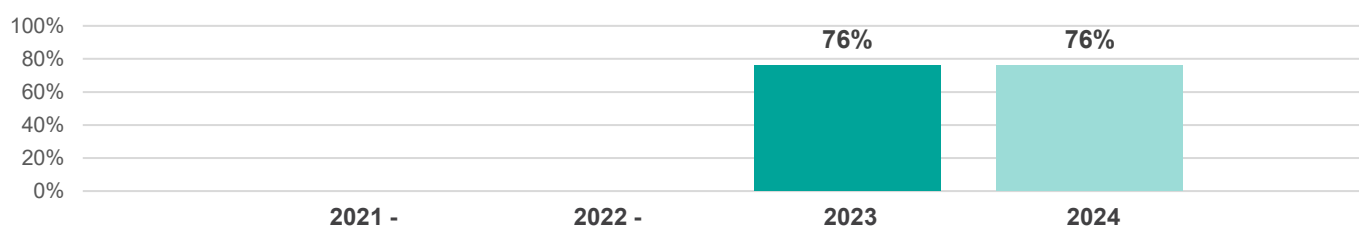
Q42_2. Patient completely had enough understandable information about their response to chemotherapy



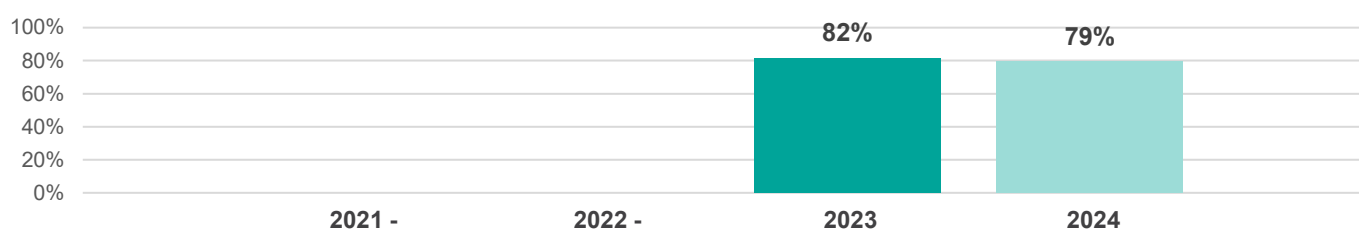
Q42_3. Patient completely had enough understandable information about their response to radiotherapy



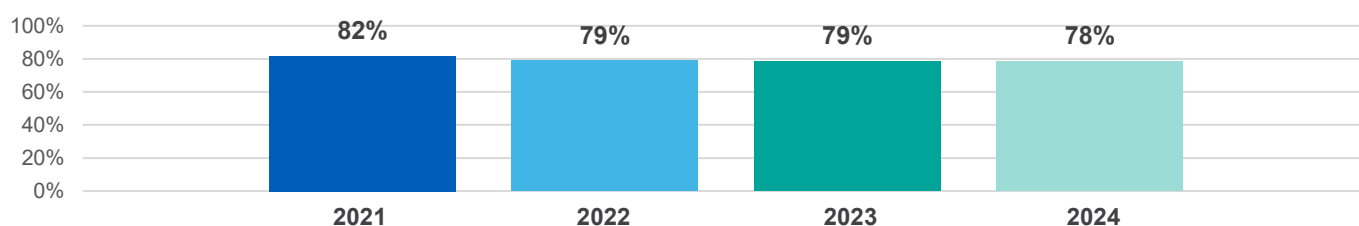
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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

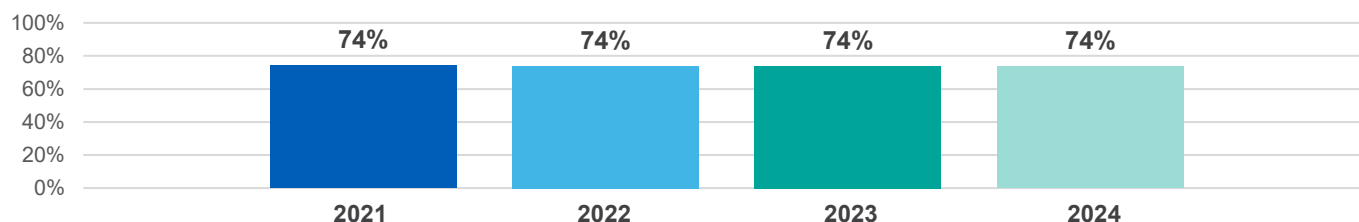
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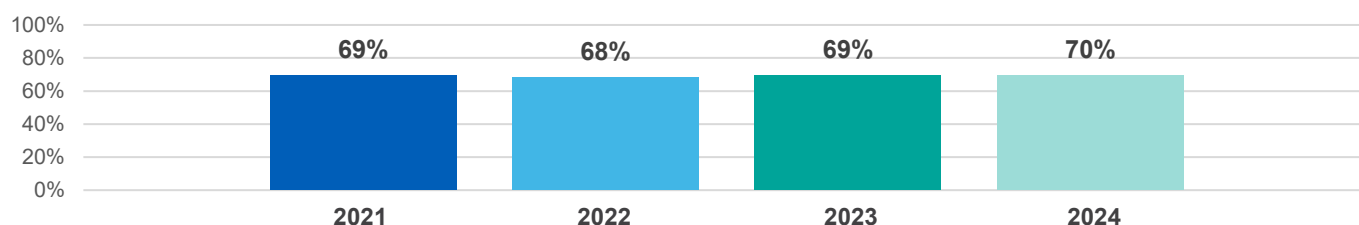
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IMMEDIATE AND LONG-TERM SIDE EFFECTS

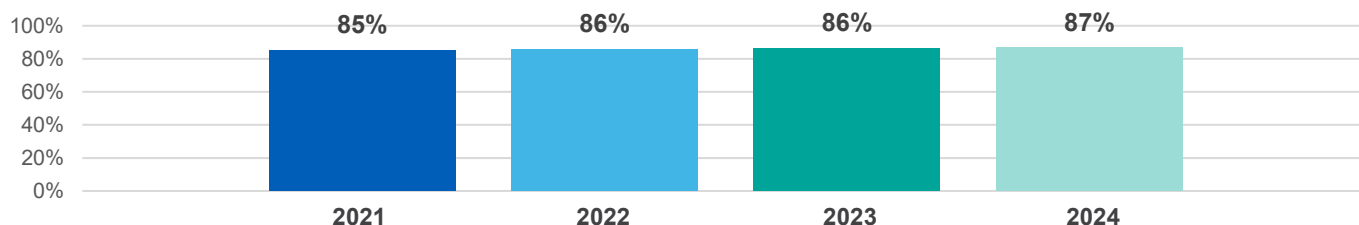
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



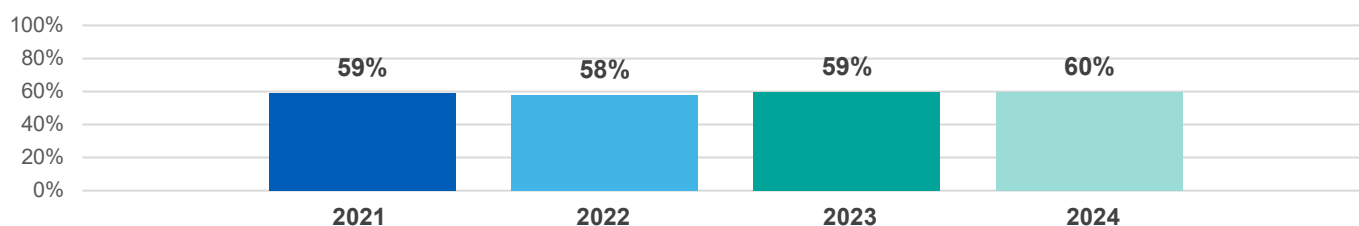
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



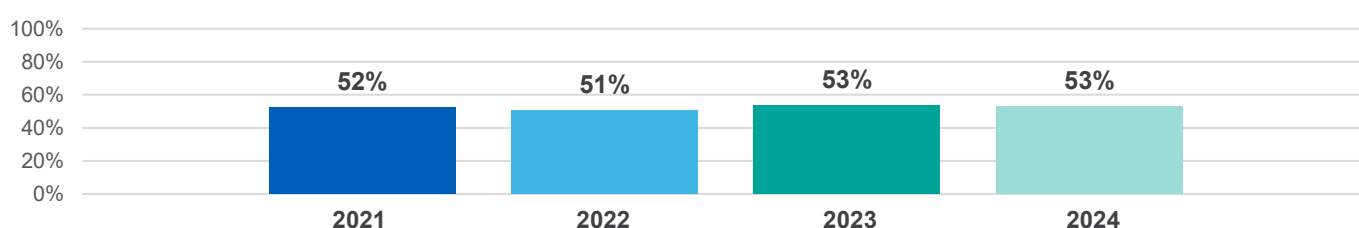
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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

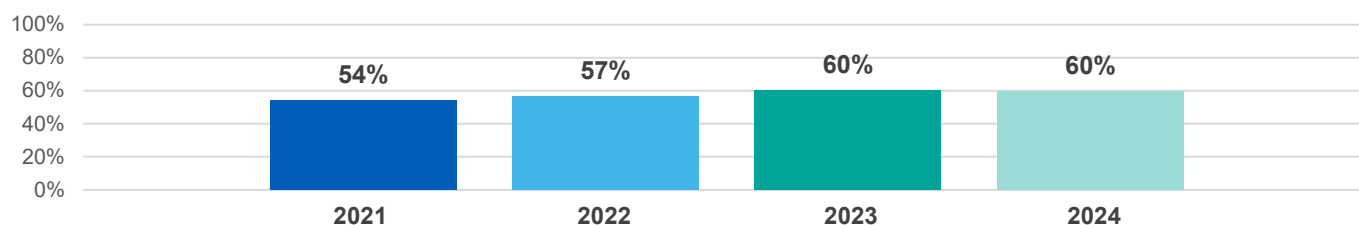
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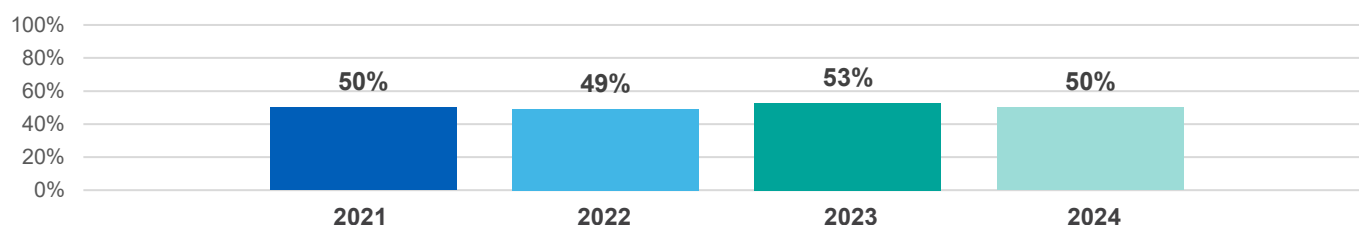
The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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

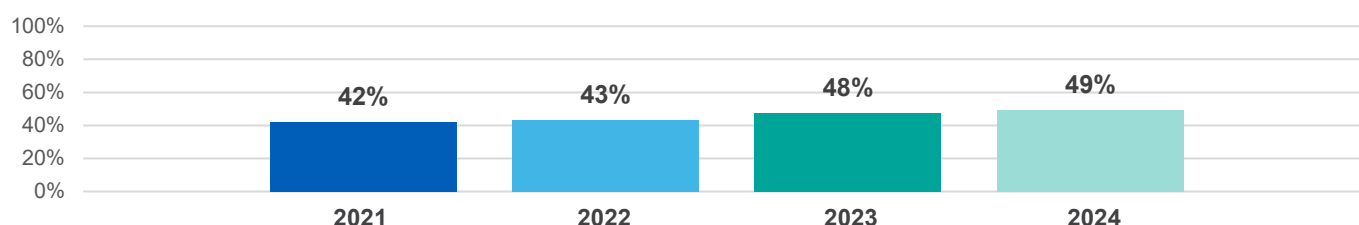


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

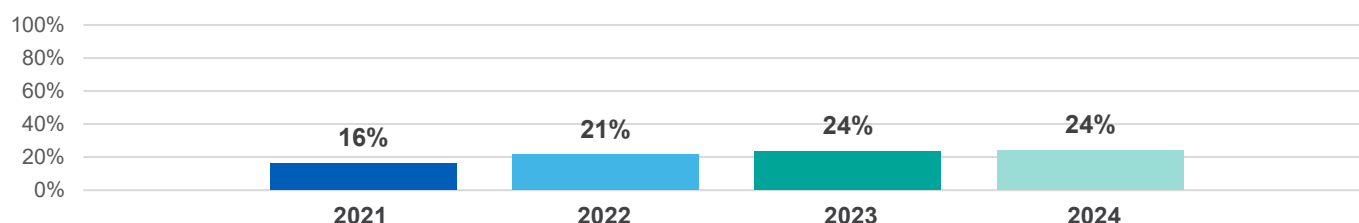


CARE FROM YOUR GP PRACTICE

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

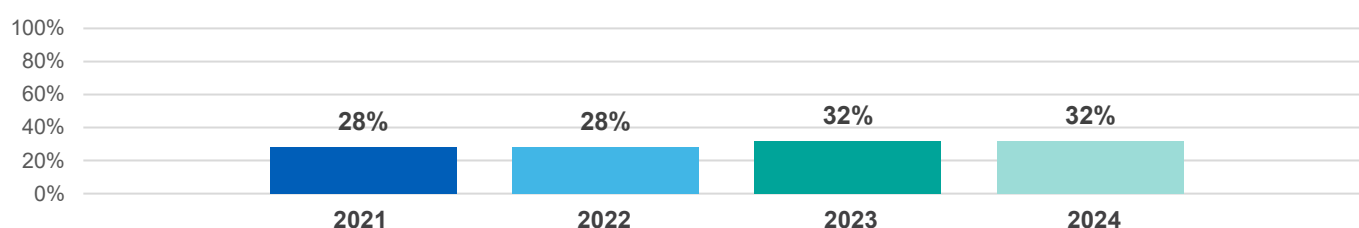


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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



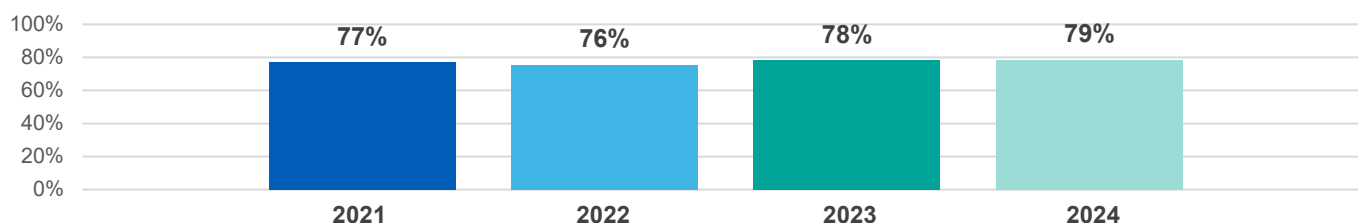
Year on year charts

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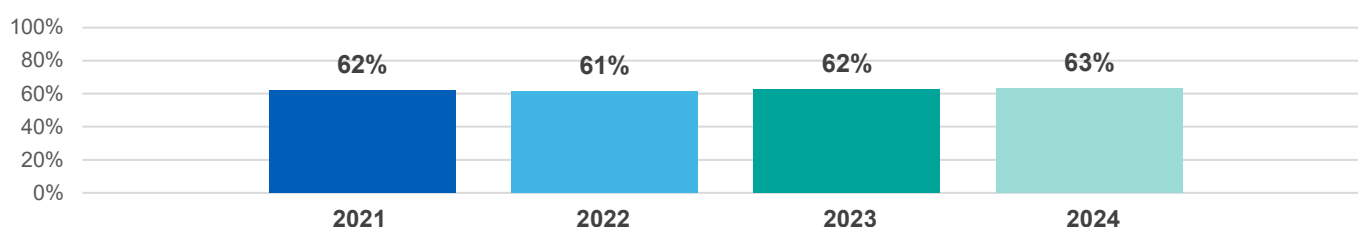
- No score available.

The scores are unadjusted and based on England scores only.

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

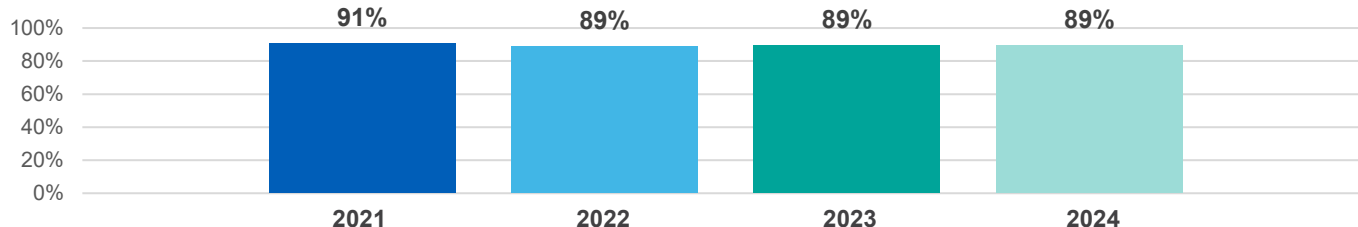


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

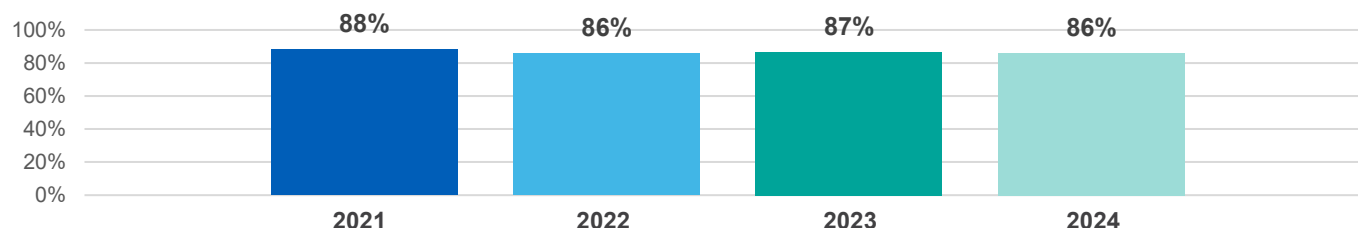


YOUR OVERALL NHS CARE

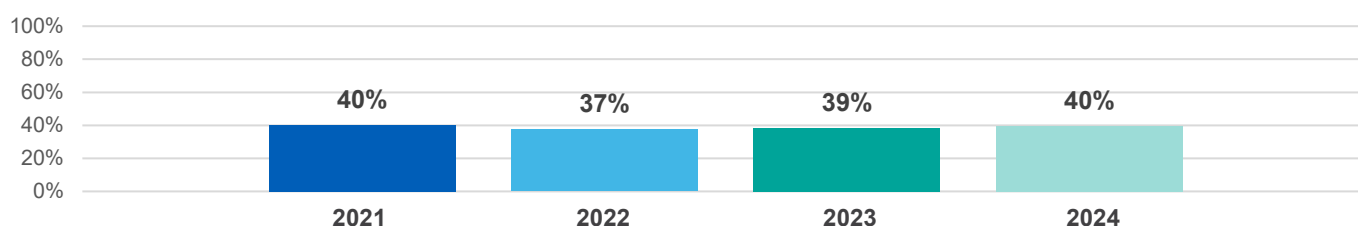
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



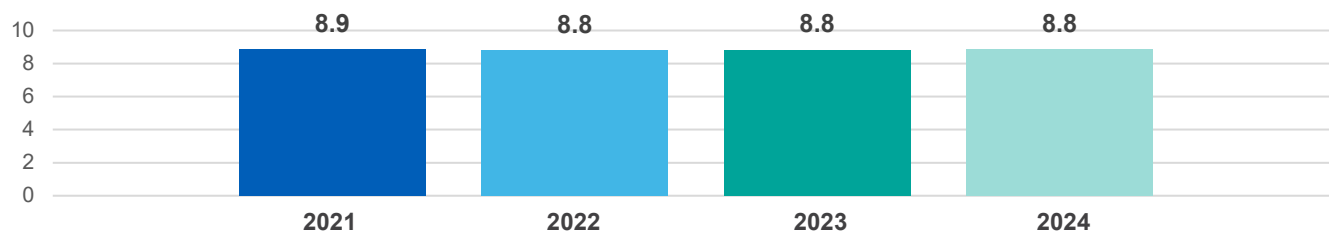
Year on year charts

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

- No score available.

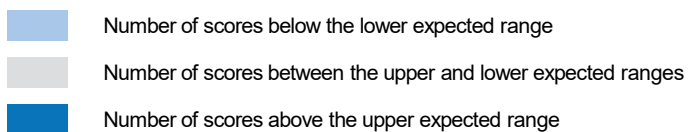
The scores are unadjusted and based on England scores only.

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



Trust expected range summary

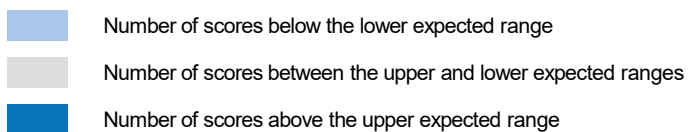
Data labels relate to the number of scores that fell below, within and above the expected range



Trust		Expected range classification	
RJC	South Warwickshire University NHS Foundation Trust	<div><div>45</div><div>16</div></div>	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	<div><div>58</div><div>3</div></div>	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	<div><div>3</div><div>53</div><div>5</div></div>	
RLT	George Eliot Hospital NHS Trust	<div><div>56</div><div>2</div></div>	
RBK	Walsall Healthcare NHS Trust	<div><div>1</div><div>58</div><div>2</div></div>	
RLQ	Wye Valley NHS Trust	<div><div>2</div><div>57</div><div>2</div></div>	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	<div><div>53</div></div>	
RNA	The Dudley Group NHS Foundation Trust	<div><div>3</div><div>58</div></div>	
RXW	The Shrewsbury and Telford Hospital NHS Trust	<div><div>13</div><div>46</div><div>2</div></div>	
RJE	University Hospitals of North Midlands NHS Trust	<div><div>14</div><div>46</div><div>1</div></div>	
RRK	University Hospitals Birmingham NHS Foundation Trust	<div><div>17</div><div>44</div></div>	
RL4	The Royal Wolverhampton NHS Trust	<div><div>19</div><div>41</div><div>1</div></div>	
RWP	Worcestershire Acute Hospitals NHS Trust	<div><div>22</div><div>38</div><div>1</div></div>	

ICB expected range summary

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



ICB		Expected range classification	
QWU	NHS Coventry and Warwickshire Integrated Care Board	<div><div>55</div><div>6</div></div>	
QUA	NHS Black Country Integrated Care Board	<div><div>5</div><div>53</div><div>3</div></div>	
QNC	NHS Staffordshire and Stoke-on-Trent Integrated Care Board	<div><div>11</div><div>48</div><div>2</div></div>	
QOC	NHS Shropshire, Telford and Wrekin Integrated Care Board	<div><div>12</div><div>47</div><div>2</div></div>	
QGH	NHS Herefordshire and Worcestershire Integrated Care Board	<div><div>18</div><div>42</div><div>1</div></div>	
QHL	NHS Birmingham and Solihull Integrated Care Board	<div><div>18</div><div>43</div><div></div></div>	