NHS England

National Cancer Patient Experience Survey

2024 Results

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

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Executive summary

Questions above 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	**81%**	75%	80%	**78%**
Q27. Staff provided the patient with relevant information on available support	**95%**	90%	95%	**92%**
Q29. Patient was offered information about how to get financial help or benefits	**79%**	66%	78%	**72%**
Q36. Hospital staff always did everything they could to help the patient control pain	**88%**	81%	88%	**84%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	**91%**	85%	91%	**88%**

Executive summary

Questions below expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	**87%**	89%	94%	**91%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	**92%**	92%	96%	**94%**

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 ICB 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.

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 ICB 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 ICB. 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 ICB level is available in the ICB Excel tables available at www.ncpes.co.uk. Excel tables are also available at a national, trust and Cancer Alliance 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 ICB, the results are not shown for that question for that ICB.

For ICBs 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** ICB has a score suppressed. If this happens, we will suppress another ICB's results (both the ICB 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 ICB.

The same rule applies to groups in each subgroup breakdown. For example, if only one ICB has the 85+ age group suppressed for Q25 we will need to suppress another ICB'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 ICB scored for each question in the survey compared with England results. It is aimed at helping individual ICBs to understand their performance and identify areas for local and regional 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 ICB.

ICBs 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 ICB performs better than what ICB 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 ICB's size and demographics.

Comparability tables

The comparability tables show the 2023 and 2024 unadjusted scores for this ICB 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 ICBs 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.

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 ICBs 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

1,341 patients responded out of a total of 2,495 patients, resulting in a response rate of 54%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	2,635	2,495	1,341	54%
National	135,429	127,021	64,055	50%

Respondents by survey type

	Number of respondents
Paper	1,040
Online	301
Phone	0
Translation service	0
Total	**1,341**

Respondents by tumour group

	Number of respondents
Brain / CNS	1
Breast	265
Colorectal / LGT	161
Gynaecological	43
Haematological	209
Head and neck	21
Lung	80
Prostate	169
Sarcoma	9
Skin	50
Upper gastro	63
Urological	96
Other	174
Total	**1,341**

* indicates the count is not shown due to suppression

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	1,185
Irish	11
Gypsy or Irish Traveller	*
Roma	*
Any other White background	19
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	14
Pakistani	*
Bangladeshi	*
Chinese	10
Any other Asian background	*
Black / African / Caribbean / Black British	
African	5
Caribbean	5
Any other Black / African / Caribbean background	*
Other Ethnic Group	
Arab	*
Any other ethnic group	*
Not given	
Not given	74
Total	**1,341**

* indicates the count is not shown due to suppression

Expected range charts

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

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

SUPPORT FROM YOUR GP PRACTICE

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

Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis — 79%

Q3. Referral for diagnosis was explained in a way the patient could completely understand — 69%

DIAGNOSTIC TESTS

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

Q5. Patient received all the information needed about the diagnostic test in advance — 93%

Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient — 84%

Q7. Patient felt the length of time waiting for diagnostic test results was about right — 81%

Q8. Diagnostic test results were explained in a way the patient could completely understand — 80%

Q9. Enough privacy was always given to the patient when receiving diagnostic test results — 94%

FINDING OUT THAT YOU HAD CANCER

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

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis — 82%

Q13. Patient was definitely told sensitively that they had cancer — 76%

Q14. Cancer diagnosis explained in a way the patient could completely understand — 78%

Q15. Patient was definitely told about their diagnosis in an appropriate place — 86%

Q16. Patient was told they could go back later for more information about their diagnosis — 88%

SUPPORT FROM A MAIN CONTACT PERSON

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

Q17. Patient had a main point of contact within the care team — 87%

Q18. Patient found it very or quite easy to contact their main contact person — 87%

Q19. Patient found advice from main contact person was very or quite helpful — 95%
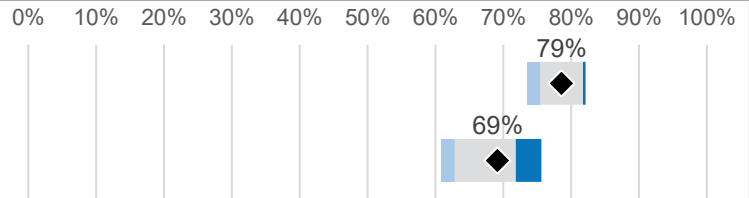
Expected range charts

| 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 ICBs. The right outer edge of the bars is the highest score achieved of all ICBs.

DECIDING ON THE BEST TREATMENT

Q20. Treatment options were explained in a way the patient could completely understand — **81%**

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment — **82%**

Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options — **86%**

Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options — **60%**

CARE PLANNING

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment — **75%**

Q25. A member of their care team helped the patient create a care plan to address any needs or concerns — **92%**

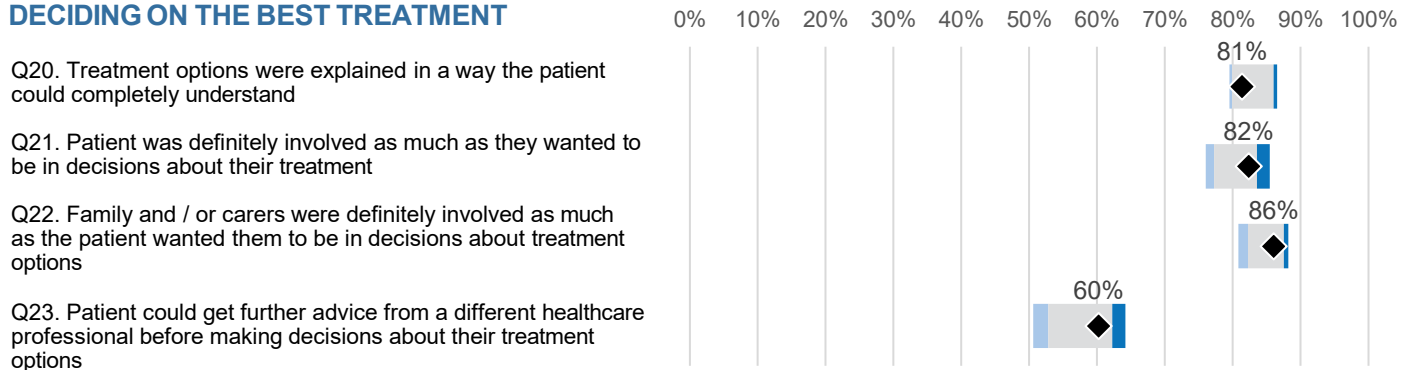Q26. Care team reviewed the patient's care plan with them to ensure it was up to date — **99%**

SUPPORT FROM HOSPITAL STAFF

Q27. Staff provided the patient with relevant information on available support — **95%**

Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff — **79%**

Q29. Patient was offered information about how to get financial help or benefits — **79%**

HOSPITAL CARE

Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital — **78%**

Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital — **72%**

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital — **73%**

Q34. Patient was always able to get help from ward staff when needed — **75%**

Q35. Patient was always able to discuss worries and fears with hospital staff — **66%**

Q36. Hospital staff always did everything they could to help the patient control pain — **88%**

Q37. Patient was always treated with respect and dignity while in hospital — **89%**
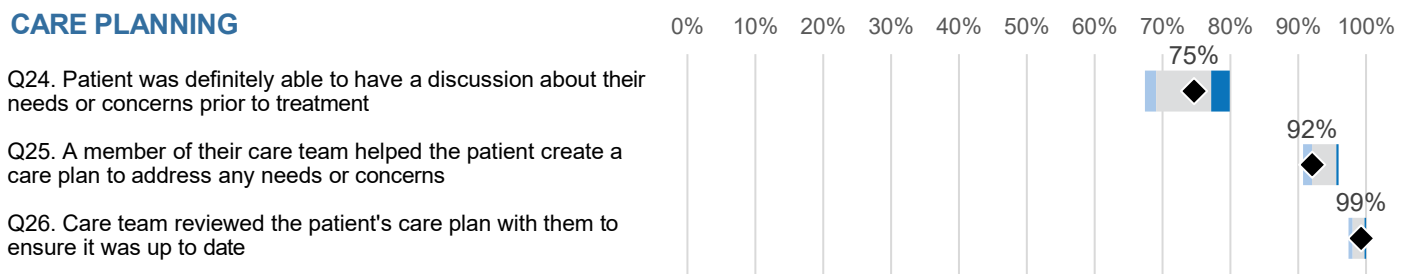
Expected range charts

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

The left outer edge of the bars is the lowest score achieved of all ICBs. The right outer edge of the bars is the highest score achieved of all ICBs.
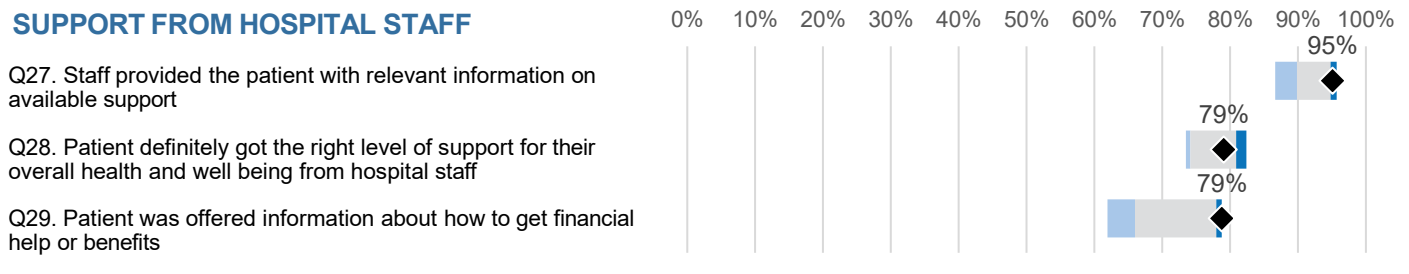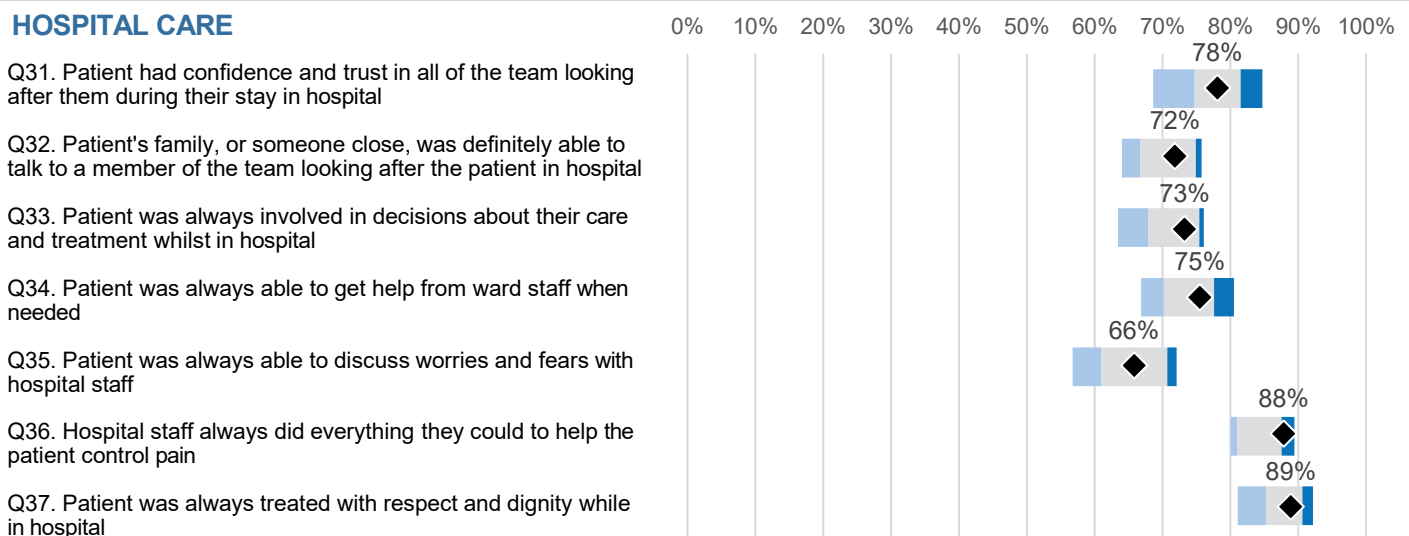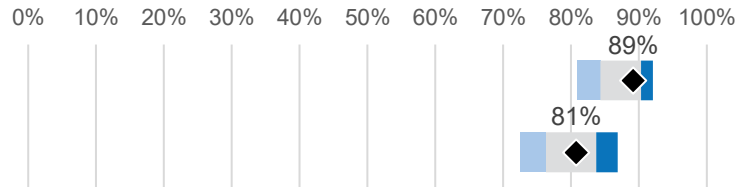
HOSPITAL CARE CONTINUED

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

Q38. Patient received easily understandable information about what they should or should not do after leaving hospital — 89%

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case — 81%

YOUR TREATMENT

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

Q41_1. Beforehand patient completely had enough understandable information about surgery — 90%

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy — 86%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy — 87%

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy — 80%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy — 84%

Q42_1. Patient completely had enough understandable information about their response to surgery — 85%
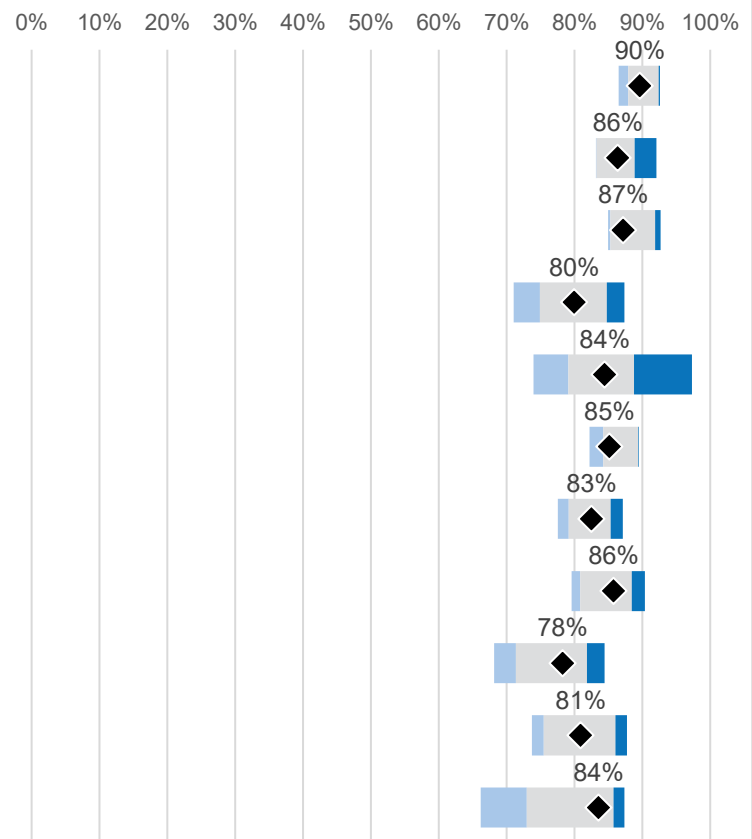
Q42_2. Patient completely had enough understandable information about their response to chemotherapy — 83%

Q42_3. Patient completely had enough understandable information about their response to radiotherapy — 86%

Q42_4. Patient completely had enough understandable information about their response to hormone therapy — 78%

Q42_5. Patient completely had enough understandable information about their response to immunotherapy — 81%

Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right — 84%

IMMEDIATE AND LONG-TERM SIDE EFFECTS

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

Q44. Possible side effects from treatment were definitely explained in a way the patient could understand — 74%

Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment — 71%

Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment — 91%

Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment — 65%

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — 60%

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 ICBs. The right outer edge of the bars is the highest score achieved of all ICBs.

SUPPORT WHILE AT HOME

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home — 66%

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — 57%

CARE FROM YOUR GP PRACTICE

Q51. Patient definitely received the right amount of support from their GP practice during treatment — 51%

Q52. Patient has had a review of cancer care by GP practice — 25%

LIVING WITH AND BEYOND CANCER

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services — 39%

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment — 82%

Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading — 69%

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together — 91%

Q57. Administration of care was very good or good — 87%

Q58. Cancer research opportunities were discussed with patient — 40%

Q59. Patient's average rating of care scored from very poor to very good — 9.0

Comparability tables

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

- No score available.

▲ or ▼

Change 2023-2024: Indicates where 2024 score is significantly higher or lower than 2023 score.

Change overall: Indicates significant change overall (2021, 2022, 2023 and 2024).

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

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	728	**77%**	655	**78%**			**79%**	75%	82%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	1023	**71%**	891	**70%**			**69%**	63%	72%	**67%**

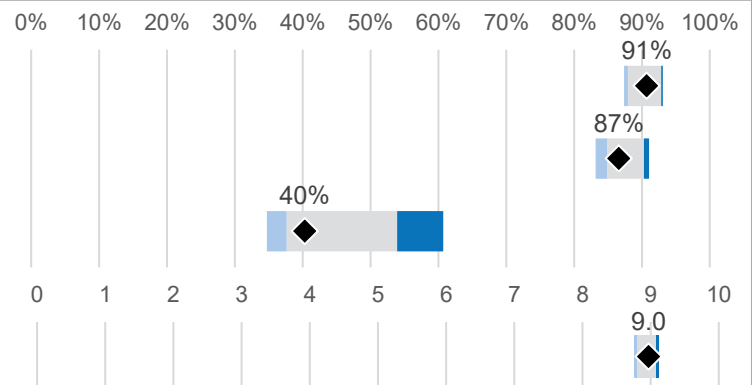| DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	1168	**94%**	1047	**93%**			**93%**	91%	94%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1210	**87%**	1104	**84%**			**84%**	81%	86%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1218	**80%**	1114	**80%**			**81%**	75%	80%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	1227	**80%**	1122	**80%**			**80%**	76%	82%	**79%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1227	**95%**	1113	**94%**			**94%**	93%	96%	**95%**

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1364	**81%**	1246	**82%**		▲	**82%**	80%	86%	**83%**
Q13. Patient was definitely told sensitively that they had cancer	1453	**76%**	1326	**76%**			**76%**	72%	78%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	1464	**80%**	1330	**78%**			**78%**	74%	80%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	1465	**88%**	1330	**85%**	▼		**86%**	84%	88%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	1307	**88%**	1192	**87%**			**88%**	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	1397	**89%**	1279	**86%**			**87%**	89%	94%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	1095	**86%**	988	**87%**			**87%**	81%	88%	**85%**
Q19. Patient found advice from main contact person was very or quite helpful	1159	**96%**	1036	**95%**			**95%**	94%	97%	**96%**

Comparability tables

* Indicates where a score is not available due to suppression or a low base size.	Change 2023-2024: Indicates where 2024 score is significantly higher or lower than 2023 score.
- No score available.	Change overall: Indicates significant change overall (2021, 2022, 2023 and 2024).

▲ or ▼

- 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	1367	**84%**	1250	**81%**	▼	▼	**81%**	80%	86%	**83%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1434	**84%**	1311	**82%**			**82%**	77%	84%	**80%**
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	1245	**86%**	1147	**86%**		▲	**86%**	82%	88%	**85%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	758	**61%**	656	**59%**			**60%**	53%	62%	**58%**

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	1298	**73%**	1166	**74%**			**75%**	69%	77%	**73%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	771	**93%**	684	**92%**		▼	**92%**	92%	96%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	606	**99%**	528	**99%**			**99%**	98%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	1251	**92%**	1149	**95%**	▲	▲	**95%**	90%	95%	**92%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1441	**79%**	1312	**78%**		▲	**79%**	74%	81%	**78%**
Q29. Patient was offered information about how to get financial help or benefits	778	**77%**	681	**79%**			**79%**	66%	78%	**72%**

Comparability tables

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

- No score available.

▲ or ▼

Change 2023-2024: Indicates where 2024 score is significantly higher or lower than 2023 score.

Change overall: Indicates significant change overall (2021, 2022, 2023 and 2024).

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	621	**76%**	568	**78%**			**78%**	75%	82%	**78%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	514	**71%**	477	**71%**		▲	**72%**	67%	75%	**71%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	608	**71%**	553	**73%**			**73%**	68%	75%	**72%**
Q34. Patient was always able to get help from ward staff when needed	603	**73%**	549	**75%**			**75%**	70%	78%	**74%**
Q35. Patient was always able to discuss worries and fears with hospital staff	580	**66%**	537	**66%**			**66%**	61%	71%	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	535	**84%**	476	**88%**			**88%**	81%	88%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	614	**88%**	565	**89%**			**89%**	85%	91%	**88%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	600	**87%**	554	**89%**			**89%**	84%	90%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1281	**79%**	1156	**80%**		▲	**81%**	76%	84%	**80%**

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	695	**93%**	675	**90%**	▼		**90%**	88%	92%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	717	**86%**	591	**86%**			**86%**	83%	89%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	385	**89%**	355	**86%**			**87%**	85%	92%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	256	**82%**	256	**79%**			**80%**	75%	85%	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	229	**84%**	221	**84%**			**84%**	79%	89%	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	687	**88%**	665	**85%**			**85%**	84%	89%	**87%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	711	**83%**	583	**82%**			**83%**	79%	85%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	381	**84%**	347	**85%**			**86%**	81%	88%	**85%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	246	**80%**	253	**77%**			**78%**	71%	82%	**77%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	222	**78%**	214	**80%**			**81%**	75%	86%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1394	**81%**	1279	**83%**		▲	**84%**	73%	86%	**79%**

Comparability tables

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

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).

▲ or ▼

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	1348	**76%**	1257	**73%**			**74%**	72%	78%	**75%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1289	**70%**	1191	**70%**			**71%**	67%	75%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1052	**90%**	965	**91%**		▲	**91%**	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	1293	**62%**	1185	**64%**		▲	**65%**	57%	65%	**61%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1124	**56%**	1033	**59%**		▲	**60%**	50%	61%	**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	956	**62%**	900	**66%**		▲	**66%**	59%	67%	**63%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	589	**57%**	531	**57%**			**57%**	46%	60%	**53%**

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	938	**51%**	813	**50%**			**51%**	42%	53%	**48%**
Q52. Patient has had a review of cancer care by GP practice	1391	**25%**	1254	**24%**		▲	**25%**	21%	26%	**23%**

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	316	**41%**	285	**39%**		▲	**39%**	26%	41%	**34%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	631	**81%**	611	**82%**		▲	**82%**	77%	84%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1154	**69%**	1060	**68%**		▲	**69%**	60%	70%	**65%**

Comparability tables

* Indicates where a score is not available due to suppression or a low base size.	Change 2023-2024: Indicates where 2024 score is significantly higher or lower than 2023 score.
- No score available.	Change overall: Indicates significant change overall (2021, 2022, 2023 and 2024).

▲ or ▼

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	1401	**90%**	1274	**90%**			**91%**	88%	93%	**90%**
Q57. Administration of care was very good or good	1446	**86%**	1311	**86%**			**87%**	85%	90%	**88%**
Q58. Cancer research opportunities were discussed with patient	880	**40%**	762	**40%**			**40%**	38%	54%	**46%**
Q59. Patient's average rating of care scored from very poor to very good	1422	**8.9**	1286	**9.0**			**9.0**	8.8	9.1	**8.9**

Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE

	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	*	94%	83%	69%	65%	88%	61%	76%	*	93%	79%	71%	73%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	77%	75%	67%	57%	72%	47%	79%	*	74%	57%	69%	68%	70%

DIAGNOSTIC TESTS

	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	*	91%	96%	91%	97%	89%	89%	94%	*	98%	96%	88%	91%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	83%	83%	81%	85%	79%	77%	86%	*	84%	93%	81%	85%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	79%	85%	72%	90%	79%	79%	81%	*	70%	78%	77%	76%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	83%	78%	68%	85%	84%	84%	74%	*	82%	76%	77%	81%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	97%	94%	89%	93%	95%	94%	96%	*	91%	95%	91%	94%	94%

FINDING OUT THAT YOU HAD CANCER

	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	*	87%	86%	74%	81%	85%	82%	79%	*	78%	80%	73%	82%	82%
Q13. Patient was definitely told sensitively that they had cancer	*	80%	81%	81%	75%	80%	84%	71%	*	73%	68%	71%	72%	76%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	81%	81%	74%	76%	76%	83%	77%	*	76%	69%	78%	78%	78%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	93%	85%	86%	83%	90%	87%	81%	*	90%	74%	83%	80%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	*	94%	82%	86%	92%	90%	85%	90%	*	87%	70%	89%	79%	87%

Tumour group tables

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

SUPPORT FROM A MAIN CONTACT PERSON

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q17. Patient had a main point of contact within the care team	*	83%	83%	93%	94%	89%	95%	84%	*	96%	77%	80%	87%	86%
Q18. Patient found it very or quite easy to contact their main contact person	*	88%	89%	78%	90%	82%	86%	82%	*	93%	79%	75%	91%	87%
Q19. Patient found advice from main contact person was very or quite helpful	*	96%	95%	86%	99%	82%	95%	95%	*	100%	89%	93%	95%	95%

DECIDING ON THE BEST TREATMENT

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q20. Treatment options were explained in a way the patient could completely understand	*	81%	83%	80%	84%	81%	82%	78%	*	90%	82%	76%	78%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	80%	81%	77%	88%	76%	84%	85%	*	88%	77%	80%	79%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	88%	88%	82%	85%	86%	88%	86%	*	84%	90%	82%	83%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	56%	56%	67%	68%	67%	55%	64%	*	65%	56%	57%	48%	59%

CARE PLANNING

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	78%	72%	71%	75%	71%	73%	72%	*	81%	70%	74%	71%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	90%	93%	100%	98%	91%	90%	88%	*	90%	87%	92%	90%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	100%	100%	100%	*	97%	98%	*	100%	96%	97%	100%	99%

SUPPORT FROM HOSPITAL STAFF

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q27. Staff provided the patient with relevant information on available support	*	97%	96%	95%	98%	100%	93%	95%	*	100%	91%	89%	91%	95%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	77%	80%	77%	86%	81%	75%	83%	*	86%	76%	75%	69%	78%
Q29. Patient was offered information about how to get financial help or benefits	*	81%	79%	79%	89%	60%	87%	76%	*	78%	73%	56%	76%	79%

Tumour group tables

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

HOSPITAL CARE

							Tumour group						
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	73%	80%	76%	86%	88%	79%	79%	*	92%	79%	70%	67%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	65%	69%	65%	79%	73%	68%	80%	*	91%	75%	69%	62%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	76%	73%	67%	82%	75%	71%	76%	*	75%	61%	69%	66%	73%
Q34. Patient was always able to get help from ward staff when needed	*	74%	78%	65%	86%	65%	74%	74%	*	91%	74%	68%	66%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	61%	63%	60%	82%	69%	68%	63%	*	75%	66%	66%	53%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	*	91%	90%	88%	97%	80%	82%	90%	*	*	88%	85%	73%	88%
Q37. Patient was always treated with respect and dignity while in hospital	*	88%	94%	86%	92%	94%	84%	91%	*	92%	89%	89%	78%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	93%	88%	90%	92%	94%	88%	82%	*	100%	86%	94%	80%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	75%	77%	68%	85%	85%	83%	87%	*	89%	78%	76%	81%	80%

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	*	88%	93%	79%	94%	88%	94%	89%	*	92%	93%	94%	83%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	79%	85%	76%	90%	*	97%	92%	*	*	82%	90%	81%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	85%	100%	73%	90%	94%	95%	85%	*	*	87%	*	79%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	75%	*	*	*	*	*	84%	*	*	*	*	81%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	74%	92%	*	85%	*	97%	*	*	84%	57%	92%	87%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	84%	89%	76%	94%	81%	88%	82%	*	95%	97%	82%	76%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	77%	83%	71%	85%	*	92%	81%	*	*	84%	83%	77%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	88%	88%	70%	86%	94%	94%	86%	*	*	87%	*	69%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	74%	*	*	*	*	*	81%	*	*	*	*	80%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	78%	92%	*	74%	*	90%	*	*	84%	54%	93%	75%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	77%	90%	74%	87%	76%	86%	87%	*	84%	86%	88%	76%	83%

Tumour group tables

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	75%	70%	73%	72%	76%	76%	70%	*	84%	78%	69%	73%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	68%	70%	64%	72%	76%	81%	68%	*	73%	71%	69%	66%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	92%	92%	92%	94%	100%	89%	90%	*	97%	90%	87%	87%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	63%	61%	58%	65%	76%	68%	68%	*	73%	59%	56%	63%	64%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	56%	52%	55%	64%	72%	56%	65%	*	68%	61%	55%	59%	59%

SUPPORT WHILE AT HOME — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	70%	67%	39%	70%	64%	63%	61%	*	85%	66%	68%	59%	66%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	53%	59%	55%	67%	*	56%	60%	*	*	61%	42%	55%	57%

CARE 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
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	49%	49%	48%	44%	38%	53%	56%	*	62%	37%	58%	53%	50%
Q52. Patient has had a review of cancer care by GP practice	*	26%	26%	29%	26%	5%	24%	25%	*	24%	26%	24%	19%	24%

Tumour group tables

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

LIVING WITH AND BEYOND CANCER

	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	*	38%	37%	50%	36%	*	27%	33%	*	*	46%	40%	48%	39%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	85%	80%	70%	85%	80%	78%	85%	*	95%	81%	72%	71%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	67%	62%	68%	81%	67%	74%	69%	*	73%	63%	69%	60%	68%

YOUR OVERALL NHS CARE

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q56. The whole care team worked well together	*	91%	90%	90%	93%	95%	87%	91%	*	98%	87%	95%	83%	90%
Q57. Administration of care was very good or good	*	86%	89%	76%	89%	90%	87%	86%	*	92%	82%	86%	82%	86%
Q58. Cancer research opportunities were discussed with patient	*	30%	41%	35%	58%	33%	40%	34%	*	65%	52%	27%	33%	40%
Q59. Patient's average rating of care scored from very poor to very good	*	9.0	8.9	8.7	9.3	9.1	8.9	8.9	*	9.2	8.7	8.8	8.8	9.0

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	*	*	83%	78%	77%	77%	79%	93%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	80%	71%	70%	73%	67%	61%	70%

DIAGNOSTIC TESTS

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	88%	91%	92%	93%	94%	92%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	71%	89%	84%	84%	85%	84%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	68%	72%	77%	79%	86%	87%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	54%	77%	77%	84%	78%	86%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	93%	89%	94%	95%	96%	94%	94%

FINDING OUT THAT YOU HAD CANCER

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	82%	91%	81%	76%	84%	83%	77%	82%
Q13. Patient was definitely told sensitively that they had cancer	*	73%	71%	71%	72%	78%	77%	75%	76%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	64%	74%	73%	74%	81%	80%	74%	78%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	73%	76%	79%	83%	87%	86%	86%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	*	90%	90%	90%	91%	87%	86%	75%	87%

SUPPORT FROM A MAIN CONTACT PERSON

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q17. Patient had a main point of contact within the care team	*	90%	82%	81%	89%	83%	90%	85%	86%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	92%	81%	88%	88%	86%	84%	87%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	93%	91%	94%	96%	96%	95%	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	*	64%	69%	74%	80%	85%	81%	80%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	73%	62%	83%	77%	85%	83%	85%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	73%	83%	89%	83%	89%	86%	79%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	48%	64%	55%	59%	62%	64%	59%

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	*	45%	74%	65%	73%	77%	74%	75%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	88%	89%	87%	93%	95%	100%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	100%	100%	98%	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	*	90%	94%	93%	95%	95%	95%	95%	95%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	55%	68%	66%	76%	82%	81%	81%	78%
Q29. Patient was offered information about how to get financial help or benefits	*	*	82%	75%	86%	78%	75%	76%	79%

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	*	*	53%	67%	76%	79%	83%	82%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	70%	65%	66%	69%	77%	74%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	53%	83%	69%	69%	79%	74%	73%
Q34. Patient was always able to get help from ward staff when needed	*	*	64%	68%	63%	77%	84%	70%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	47%	67%	56%	65%	75%	61%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	75%	86%	83%	88%	95%	80%	88%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	73%	86%	87%	91%	91%	94%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	67%	81%	88%	89%	95%	79%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	60%	55%	76%	76%	81%	87%	83%	80%

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	*	*	80%	83%	89%	91%	90%	93%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	78%	85%	85%	86%	87%	87%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	86%	82%	84%	85%	92%	89%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	77%	65%	76%	81%	83%	*	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	82%	84%	80%	94%	*	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	75%	81%	85%	87%	86%	88%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	83%	82%	82%	81%	83%	82%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	93%	82%	83%	85%	89%	88%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	69%	60%	78%	83%	80%	*	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	88%	80%	74%	86%	*	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	64%	71%	73%	83%	85%	86%	86%	83%

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	*	64%	67%	74%	75%	76%	69%	71%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	64%	59%	58%	73%	72%	72%	68%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	80%	81%	92%	92%	91%	92%	88%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	45%	67%	63%	61%	67%	63%	62%	64%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	55%	63%	54%	55%	63%	58%	69%	59%

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	*	*	57%	60%	59%	69%	67%	74%	66%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	50%	56%	51%	58%	60%	70%	57%

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	*	*	37%	49%	46%	50%	55%	61%	50%
Q52. Patient has had a review of cancer care by GP practice	*	27%	36%	31%	23%	23%	24%	25%	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	*	*	31%	50%	33%	40%	38%	40%	39%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	87%	75%	77%	84%	86%	82%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	55%	56%	62%	74%	72%	64%	68%

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	*	91%	91%	82%	91%	89%	93%	94%	90%
Q57. Administration of care was very good or good	*	55%	88%	81%	84%	88%	88%	87%	86%
Q58. Cancer research opportunities were discussed with patient	*	40%	48%	34%	40%	39%	44%	30%	40%
Q59. Patient's average rating of care scored from very poor to very good	*	8.7	8.6	8.6	8.9	9.0	9.0	8.9	9.0

'Which of the following best describes you?' tables

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

SUPPORT FROM YOUR GP PRACTICE

Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	78%	*	*	*	72%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	69%	*	*	*	67%	70%

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

SUPPORT FROM A MAIN CONTACT PERSON

Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q17. Patient had a main point of contact within the care team	88%	84%	*	*	*	87%	86%
Q18. Patient found it very or quite easy to contact their main contact person	88%	86%	*	*	*	81%	87%
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	*	*	*	93%	95%

'Which of the following best describes you?' tables

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

DECIDING ON THE BEST TREATMENT — Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	81%	81%	*	*	*	84%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	84%	*	*	*	83%	82%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	87%	*	*	*	84%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	57%	64%	*	*	*	41%	59%

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	72%	75%	*	*	*	82%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	90%	*	*	*	97%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	99%	*	*	*	100%	99%

SUPPORT FROM HOSPITAL STAFF — Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	94%	96%	*	*	*	96%	95%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	83%	*	*	*	77%	78%
Q29. Patient was offered information about how to get financial help or benefits	80%	78%	*	*	*	73%	79%

'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	73%	83%	*	*	*	71%	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%	74%	*	*	*	71%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	76%	*	*	*	84%	73%
Q34. Patient was always able to get help from ward staff when needed	73%	76%	*	*	*	84%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	67%	*	*	*	68%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	89%	*	*	*	83%	88%
Q37. Patient was always treated with respect and dignity while in hospital	84%	93%	*	*	*	95%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	89%	*	*	*	89%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	85%	*	*	*	81%	80%

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

'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

	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	75%	72%	*	*	*	66%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	72%	*	*	*	59%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	91%	91%	*	*	*	81%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	63%	67%	*	*	*	44%	64%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	56%	64%	*	*	*	42%	59%

SUPPORT WHILE AT HOME

	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	62%	69%	*	*	*	65%	66%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	53%	63%	*	*	*	52%	57%

CARE FROM YOUR GP PRACTICE

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	46%	54%	*	*	*	68%	50%
Q52. Patient has had a review of cancer care by GP practice	25%	23%	*	*	*	29%	24%

LIVING WITH AND BEYOND CANCER

	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	39%	39%	*	*	*	*	39%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	82%	82%	*	*	*	67%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	67%	70%	*	*	*	72%	68%

'Which of the following best describes you?' tables

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

YOUR OVERALL NHS CARE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q56. The whole care team worked well together	89%	92%	*	*	*	92%	90%
Q57. Administration of care was very good or good	85%	87%	*	*	*	96%	86%
Q58. Cancer research opportunities were discussed with patient	36%	44%	*	*	*	42%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	*	*	*	9.0	9.0

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%	*	46%	*	*	71%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	*	69%	*	*	57%	70%

DIAGNOSTIC TESTS			Ethnicity				
	White	Mixed	Asian	Black	Other	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	93%	*	100%	100%	*	90%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	*	91%	73%	*	75%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	*	91%	91%	*	77%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	*	78%	73%	*	77%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	*	91%	91%	*	90%	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	82%	*	96%	70%	*	83%	82%
Q13. Patient was definitely told sensitively that they had cancer	76%	*	81%	82%	*	72%	76%
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	*	79%	73%	*	73%	78%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	*	86%	91%	*	86%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	87%	*	88%	100%	*	87%	87%

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	86%	*	92%	100%	*	87%	86%
Q18. Patient found it very or quite easy to contact their main contact person	88%	*	77%	*	*	79%	87%
Q19. Patient found advice from main contact person was very or quite helpful	96%	*	96%	90%	*	88%	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	81%	*	82%	73%	*	77%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	83%	*	86%	82%	*	75%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	*	92%	70%	*	80%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	*	57%	*	*	46%	59%

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	74%	*	86%	73%	*	78%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	*	91%	*	*	90%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	100%	*	*	100%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	95%	*	89%	100%	*	97%	95%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	*	79%	91%	*	75%	78%
Q29. Patient was offered information about how to get financial help or benefits	80%	*	95%	90%	*	57%	79%

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	79%	*	75%	*	*	72%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	71%	*	81%	*	*	71%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	*	87%	*	*	74%	73%
Q34. Patient was always able to get help from ward staff when needed	74%	*	93%	*	*	81%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	65%	*	81%	*	*	63%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	*	100%	*	*	80%	88%
Q37. Patient was always treated with respect and dignity while in hospital	88%	*	100%	*	*	89%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	*	94%	*	*	81%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	*	75%	*	*	75%	80%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	*	83%	*	*	88%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	*	84%	*	*	88%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	*	100%	*	*	87%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	*	*	*	*	*	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	*	*	*	*	*	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	*	82%	*	*	79%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	*	83%	*	*	77%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	*	100%	*	*	79%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	77%	*	*	*	*	*	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	81%	*	*	*	*	90%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	*	63%	91%	*	75%	83%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	*	75%	55%	*	66%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	*	75%	60%	*	57%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	91%	*	96%	*	*	80%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	*	74%	64%	*	52%	64%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	60%	*	58%	64%	*	48%	59%

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	65%	*	76%	*	*	60%	66%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	58%	*	67%	*	*	45%	57%

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	50%	*	45%	*	*	61%	50%
Q52. Patient has had a review of cancer care by GP practice	24%	*	44%	36%	*	26%	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	39%	*	*	*	*	40%	39%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	82%	*	94%	*	*	67%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	69%	*	67%	*	*	65%	68%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	90%	*	100%	90%	*	87%	90%
Q57. Administration of care was very good or good	86%	*	96%	91%	*	88%	86%
Q58. Cancer research opportunities were discussed with patient	40%	*	56%	*	*	35%	40%
Q59. Patient's average rating of care scored from very poor to very good	9.0	*	8.9	8.7	*	8.8	9.0

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	73%	79%	78%	76%	80%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	72%	70%	68%	71%	70%

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	93%	96%	91%	94%	93%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	86%	85%	86%	81%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	85%	79%	83%	78%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	80%	82%	82%	76%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	98%	95%	94%	94%	94%	94%

FINDING OUT THAT YOU HAD CANCER

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	88%	85%	85%	83%	77%	82%
Q13. Patient was definitely told sensitively that they had cancer	73%	76%	77%	76%	75%	76%
Q14. Cancer diagnosis explained in a way the patient could completely understand	70%	77%	84%	78%	75%	78%
Q15. Patient was definitely told about their diagnosis in an appropriate place	79%	85%	88%	85%	83%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	89%	87%	85%	89%	87%	87%

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%	85%	86%	89%	84%	86%
Q18. Patient found it very or quite easy to contact their main contact person	80%	85%	88%	86%	88%	87%
Q19. Patient found advice from main contact person was very or quite helpful	96%	94%	96%	94%	96%	95%

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q20. Treatment options were explained in a way the patient could completely understand	76%	83%	84%	80%	80%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	81%	82%	82%	82%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	88%	87%	86%	85%	86%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	61%	60%	60%	57%	59%

CARE PLANNING

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	81%	77%	79%	71%	71%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	100%	96%	93%	89%	92%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	97%	100%	99%	100%	99%

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q27. Staff provided the patient with relevant information on available support	98%	93%	98%	95%	93%	95%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	76%	79%	78%	79%	78%
Q29. Patient was offered information about how to get financial help or benefits	82%	82%	79%	80%	76%	79%

HOSPITAL CARE

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	61%	76%	80%	80%	78%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	70%	77%	73%	73%	67%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	65%	74%	77%	72%	73%
Q34. Patient was always able to get help from ward staff when needed	63%	81%	76%	76%	73%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	71%	66%	70%	63%	64%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	87%	89%	83%	91%	88%
Q37. Patient was always treated with respect and dignity while in hospital	82%	87%	89%	91%	89%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	93%	87%	91%	90%	86%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	73%	82%	82%	80%	80%

IMD quintile tables

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

YOUR TREATMENT

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	82%	93%	86%	93%	89%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	86%	80%	90%	87%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	82%	81%	90%	90%	83%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	80%	82%	78%	76%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	100%	86%	76%	85%	86%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	86%	81%	88%	85%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	85%	79%	81%	84%	81%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	100%	84%	89%	84%	83%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	83%	85%	73%	74%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	92%	77%	73%	87%	79%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	90%	85%	83%	85%	80%	83%

IMMEDIATE AND LONG-TERM SIDE EFFECTS

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	75%	66%	75%	73%	74%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	65%	71%	71%	70%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	90%	92%	92%	90%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	77%	60%	66%	64%	61%	64%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	67%	57%	62%	60%	56%	59%

SUPPORT WHILE AT HOME

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	71%	70%	68%	65%	63%	66%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	54%	59%	64%	59%	51%	57%

CARE FROM YOUR GP PRACTICE

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	40%	55%	51%	55%	47%	50%
Q52. Patient has had a review of cancer care by GP practice	34%	23%	21%	27%	23%	24%

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	40%	33%	46%	48%	28%	39%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	87%	71%	82%	84%	80%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	82%	67%	69%	69%	66%	68%

YOUR OVERALL NHS CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q56. The whole care team worked well together	88%	90%	92%	91%	89%	90%
Q57. Administration of care was very good or good	92%	85%	88%	85%	85%	86%
Q58. Cancer research opportunities were discussed with patient	45%	47%	33%	44%	40%	40%
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.8	9.0	9.0	8.9	9.0

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	76%	81%	81%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	72%	67%	70%

DIAGNOSTIC TESTS

	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	93%	94%	92%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	85%	76%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	80%	78%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	81%	76%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	94%	92%	94%

FINDING OUT THAT YOU HAD CANCER

	Long-term condition status			
	Yes	No	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	82%	80%	82%
Q13. Patient was definitely told sensitively that they had cancer	75%	78%	71%	76%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	80%	77%	78%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	84%	87%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	89%	89%	87%

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	86%	87%	90%	86%
Q18. Patient found it very or quite easy to contact their main contact person	85%	90%	86%	87%
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	95%	95%

DECIDING ON THE BEST TREATMENT

	Long-term condition status			
	Yes	No	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	79%	84%	82%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	84%	79%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	88%	88%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	61%	60%	46%	59%

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%	78%	78%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	95%	96%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	97%	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	95%	96%	93%	95%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	82%	74%	78%
Q29. Patient was offered information about how to get financial help or benefits	75%	86%	76%	79%

HOSPITAL CARE

	Long-term condition status			
	Yes	No	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	78%	79%	74%	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	69%	75%	70%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	75%	84%	73%
Q34. Patient was always able to get help from ward staff when needed	73%	77%	78%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	65%	65%	76%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	92%	85%	88%
Q37. Patient was always treated with respect and dignity while in hospital	87%	91%	92%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	93%	78%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	80%	81%	81%	80%

Long-term condition status tables

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

YOUR TREATMENT

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	93%	83%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	88%	86%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	87%	88%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	82%	75%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	84%	94%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	88%	81%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	85%	81%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	89%	89%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	77%	81%	58%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	81%	88%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	82%	85%	82%	83%

IMMEDIATE AND LONG-TERM SIDE EFFECTS

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	80%	68%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	75%	69%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	95%	85%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	62%	69%	54%	64%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	57%	64%	51%	59%

SUPPORT WHILE AT HOME

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	63%	70%	65%	66%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	55%	66%	44%	57%

CARE FROM YOUR GP PRACTICE

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	50%	50%	55%	50%
Q52. Patient has had a review of cancer care by GP practice	26%	22%	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	39%	39%	31%	39%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	86%	69%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	72%	70%	68%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	89%	92%	93%	90%
Q57. Administration of care was very good or good	84%	90%	88%	86%
Q58. Cancer research opportunities were discussed with patient	39%	43%	30%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.1	8.9	9.0

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%	72%	72%	81%	81%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	67%	64%	72%	67%	70%

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	95%	90%	91%	94%	92%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	86%	82%	84%	85%	76%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	82%	79%	81%	80%	78%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	82%	77%	74%	81%	76%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	95%	93%	94%	92%	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	81%	83%	84%	82%	80%	82%
Q13. Patient was definitely told sensitively that they had cancer	75%	74%	77%	78%	71%	76%
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	76%	69%	80%	77%	78%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	84%	87%	84%	87%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	88%	85%	82%	89%	89%	87%

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	87%	85%	81%	87%	90%	86%
Q18. Patient found it very or quite easy to contact their main contact person	87%	83%	83%	90%	86%	87%
Q19. Patient found advice from main contact person was very or quite helpful	96%	95%	93%	95%	95%	95%

Number of long-term conditions tables

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

DECIDING ON THE BEST TREATMENT — Number of long-term conditions

	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	78%	72%	84%	82%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	84%	81%	74%	84%	79%	82%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	81%	83%	88%	88%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	59%	60%	66%	60%	46%	59%

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%	71%	67%	78%	78%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	89%	91%	92%	95%	96%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	98%	100%	97%	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	97%	92%	93%	96%	93%	95%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	80%	76%	72%	82%	74%	78%
Q29. Patient was offered information about how to get financial help or benefits	84%	70%	63%	86%	76%	79%

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	80%	74%	78%	79%	74%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	70%	68%	70%	75%	70%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	76%	69%	58%	75%	84%	73%
Q34. Patient was always able to get help from ward staff when needed	78%	74%	60%	77%	78%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	65%	57%	65%	76%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	90%	83%	77%	92%	85%	88%
Q37. Patient was always treated with respect and dignity while in hospital	91%	83%	85%	91%	92%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	88%	81%	93%	78%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	85%	77%	71%	81%	81%	80%

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	93%	86%	81%	93%	83%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	83%	85%	88%	86%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	88%	80%	87%	88%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	81%	74%	76%	82%	75%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	85%	88%	84%	94%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	91%	78%	73%	88%	81%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	77%	80%	85%	81%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	84%	78%	89%	89%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	80%	74%	75%	81%	58%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	84%	78%	81%	88%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	86%	79%	79%	85%	82%	83%

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	72%	69%	66%	80%	68%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	65%	63%	75%	69%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	90%	88%	88%	95%	85%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	63%	61%	60%	69%	54%	64%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	59%	56%	53%	64%	51%	59%

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	64%	63%	61%	70%	65%	66%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	60%	53%	47%	66%	44%	57%

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	52%	52%	45%	50%	55%	50%
Q52. Patient has had a review of cancer care by GP practice	26%	25%	29%	22%	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	47%	37%	24%	39%	31%	39%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	82%	82%	73%	86%	69%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	69%	65%	60%	72%	70%	68%

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%	92%	83%	92%	93%	90%
Q57. Administration of care was very good or good	85%	84%	81%	90%	88%	86%
Q58. Cancer research opportunities were discussed with patient	41%	36%	43%	43%	30%	40%
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.8	8.6	9.1	8.9	9.0

Year on year charts

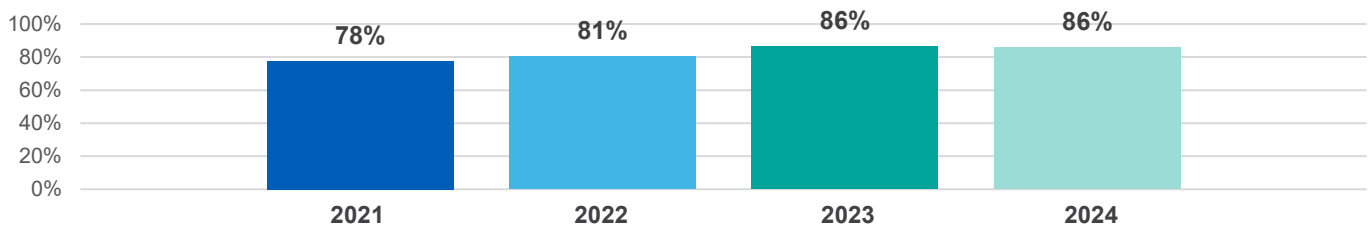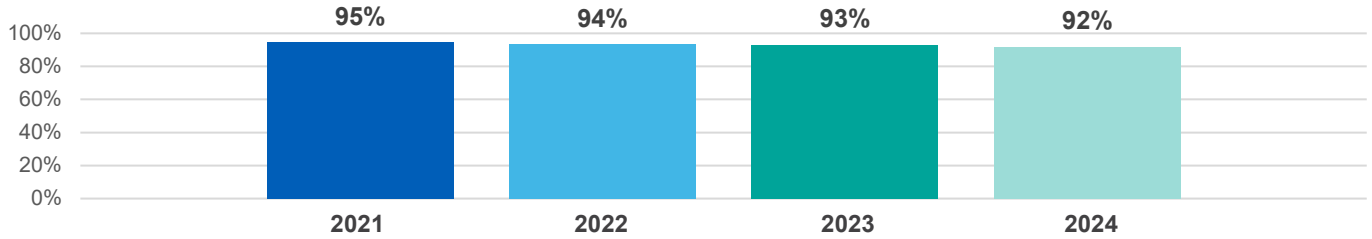| * | Indicates where a score is not available due to suppression or a low base size. | - | No score available. | | The scores are unadjusted and based on England scores only. |

SUPPORT FROM YOUR GP PRACTICE

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

	2021	2022	2023	2024
	77%	78%	77%	78%

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

	2021	2022	2023	2024
	68%	70%	71%	70%
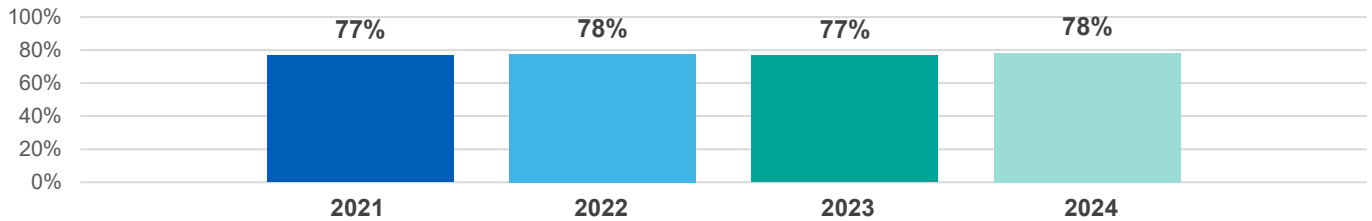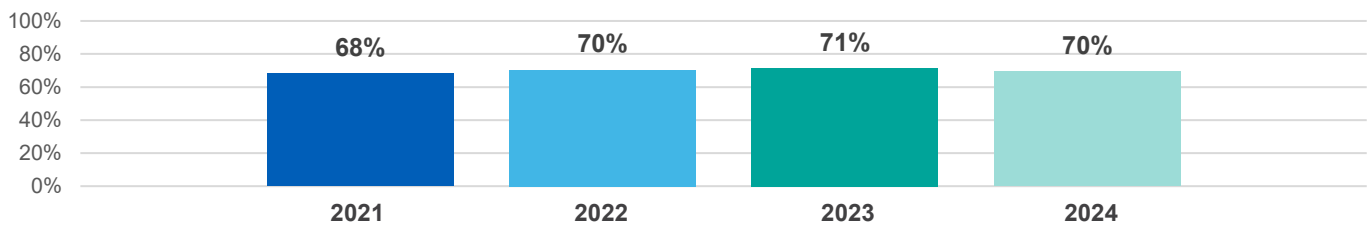
DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance
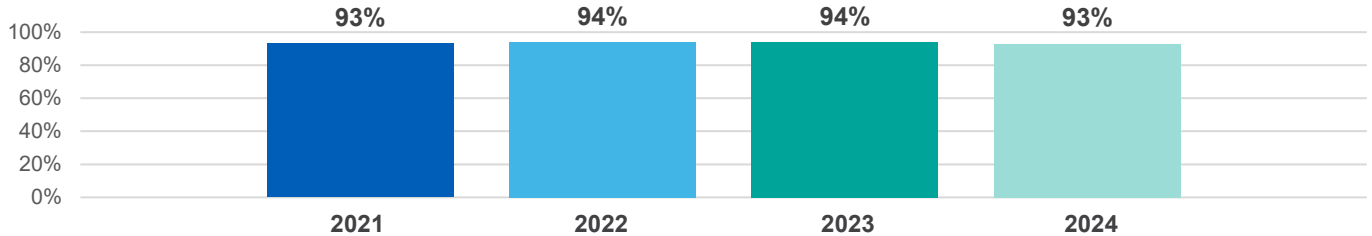
	2021	2022	2023	2024
	93%	94%	94%	93%

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

	2021	2022	2023	2024
	84%	84%	87%	84%

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

	2021	2022	2023	2024
	82%	80%	80%	80%
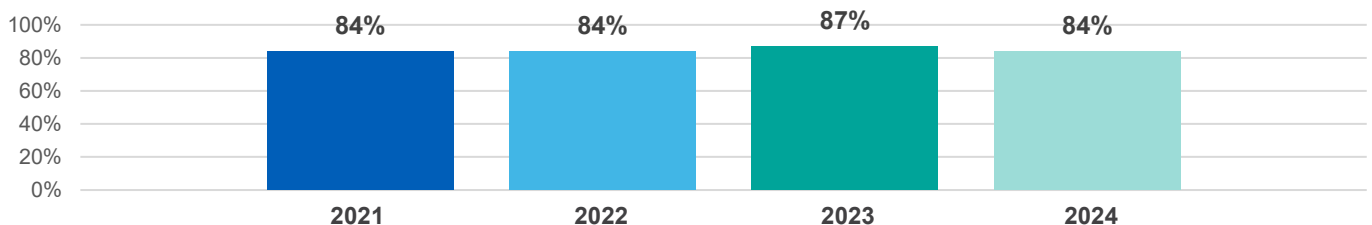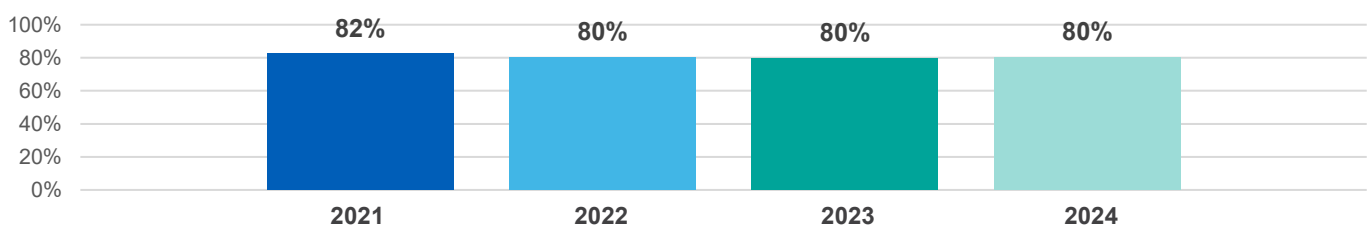
Year on year charts

| * | Indicates where a score is not available due to suppression or a low base size. | - | No score available. | The scores are unadjusted and based on England scores only. |

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

2021	2022	2023	2024
81%	79%	80%	80%

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

2021	2022	2023	2024
95%	95%	95%	94%
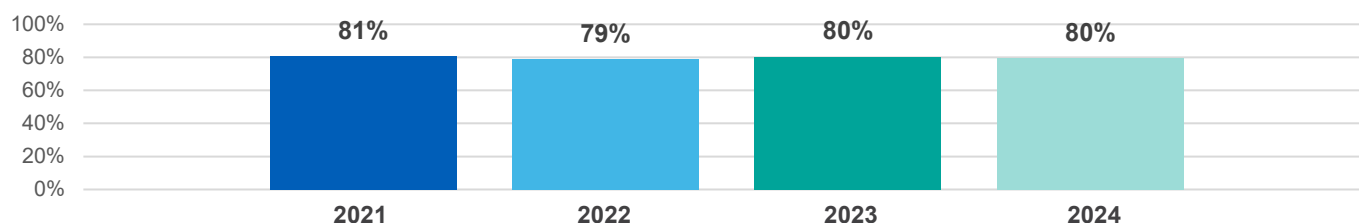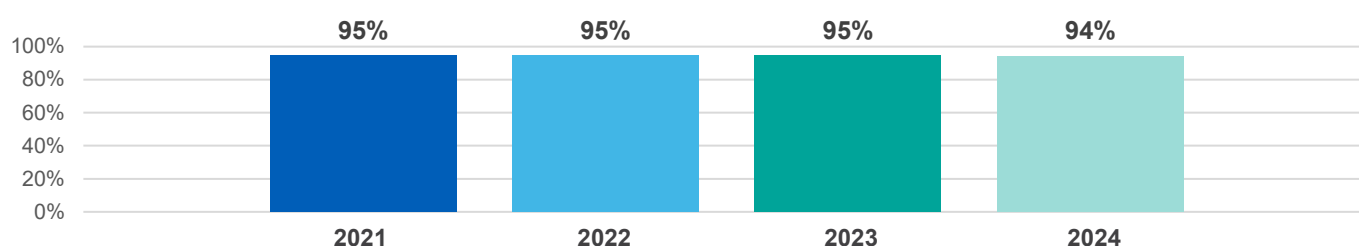
FINDING OUT THAT YOU HAD CANCER

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

2021	2022	2023	2024
70%	74%	81%	82%

Q13. Patient was definitely told sensitively that they had cancer

2021	2022	2023	2024
78%	76%	76%	76%

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

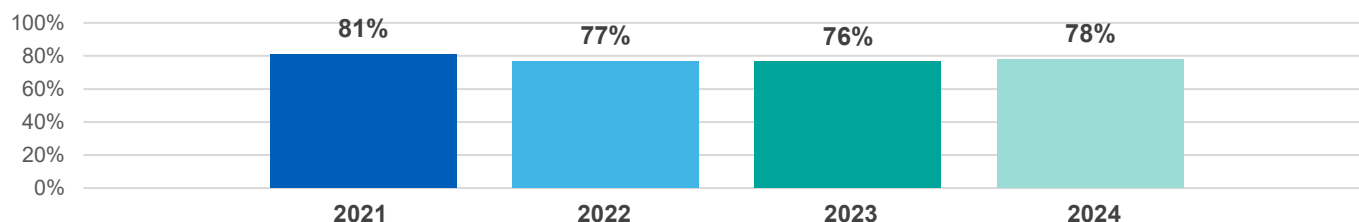| 2021	2022	2023	2024
77%	76%	80%	78%
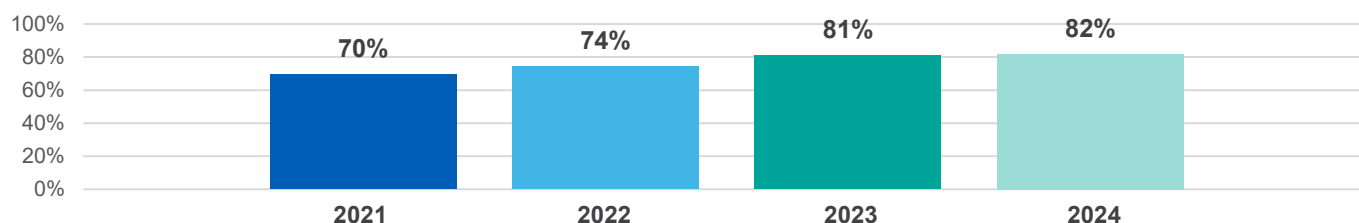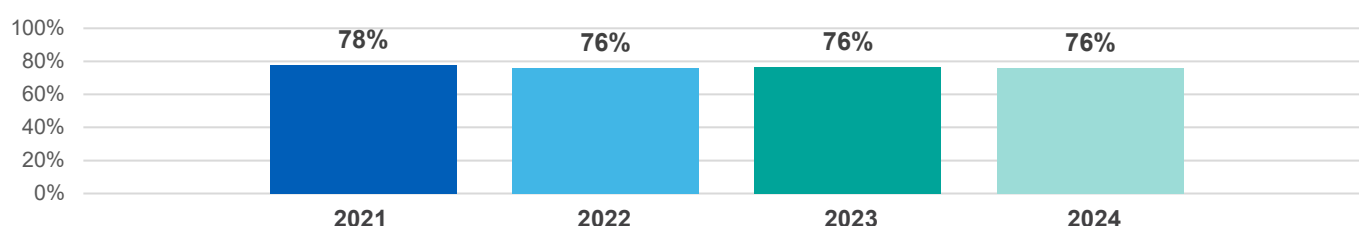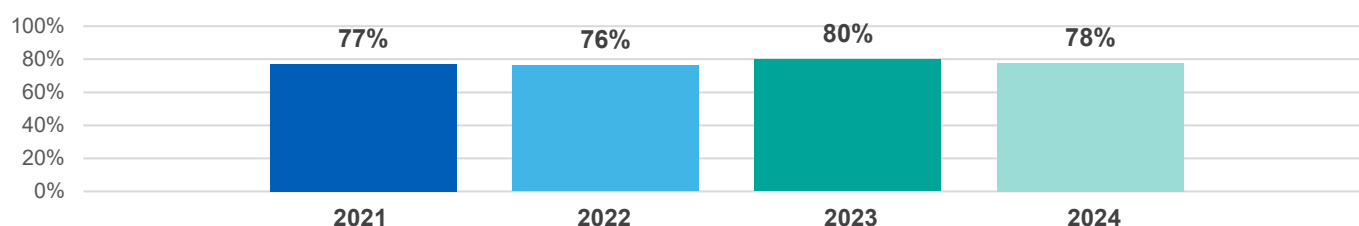
Year on year charts

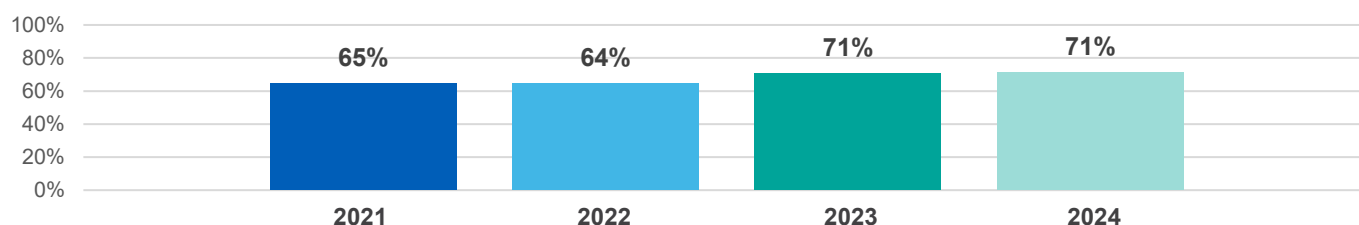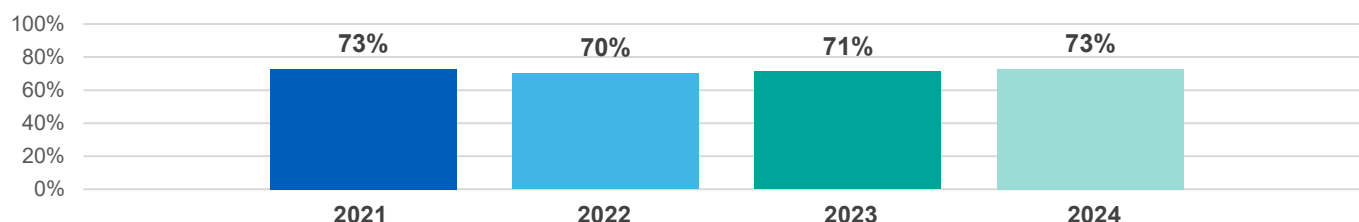| *	Indicates where a score is not available due to suppression or a low base size.	- No score available.	The scores are unadjusted and based on England scores only.

Q15. Patient was definitely told about their diagnosis in an appropriate place
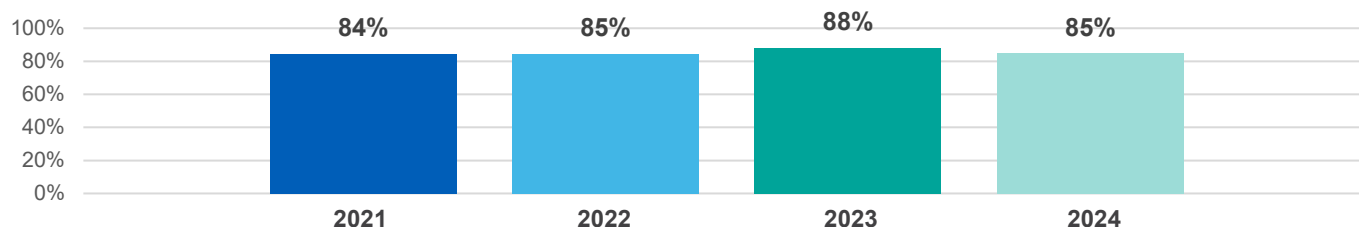
	2021	2022	2023	2024
	84%	85%	88%	85%

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

	2021	2022	2023	2024
	86%	85%	88%	87%
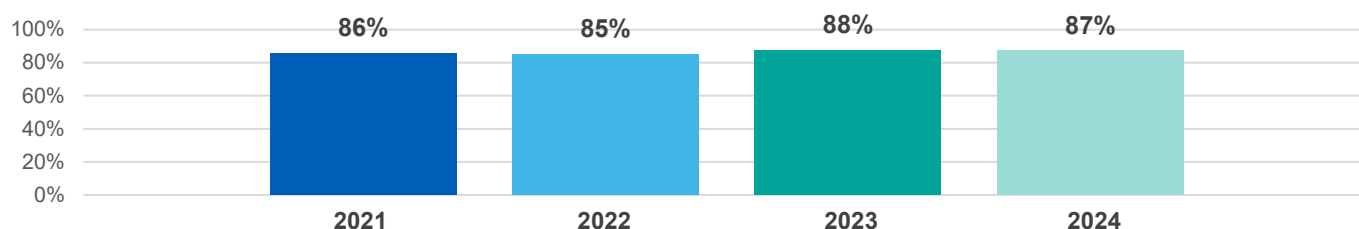
SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team
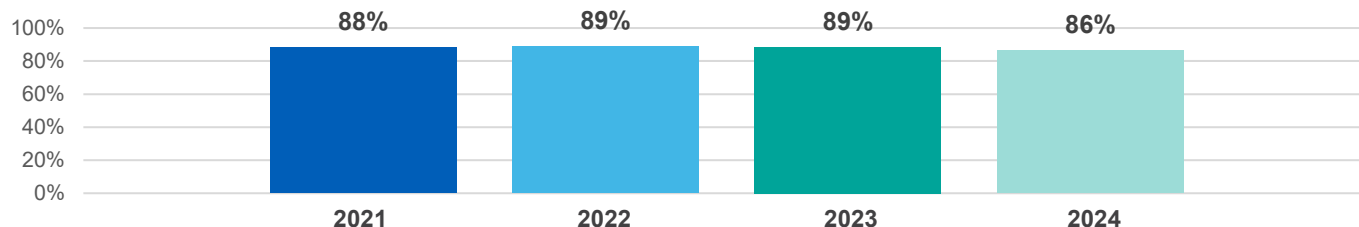
	2021	2022	2023	2024
	88%	89%	89%	86%

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

	2021	2022	2023	2024
	86%	85%	86%	87%

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

	2021	2022	2023	2024
	96%	96%	96%	95%
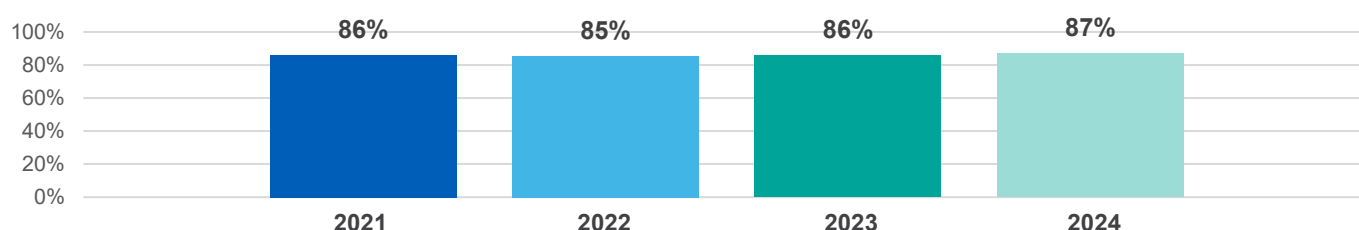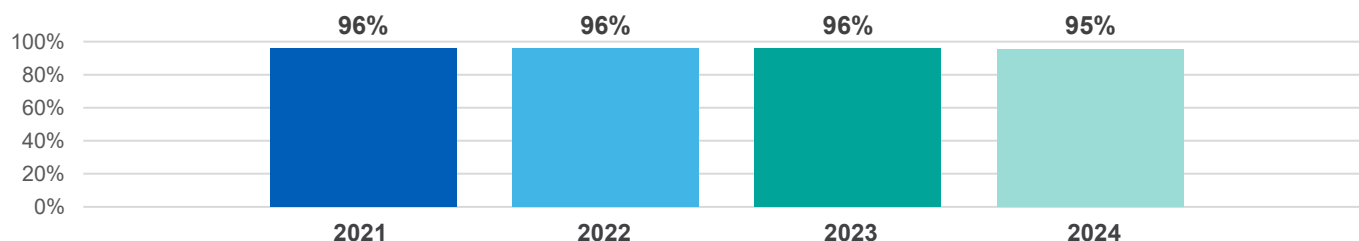
Year on year charts

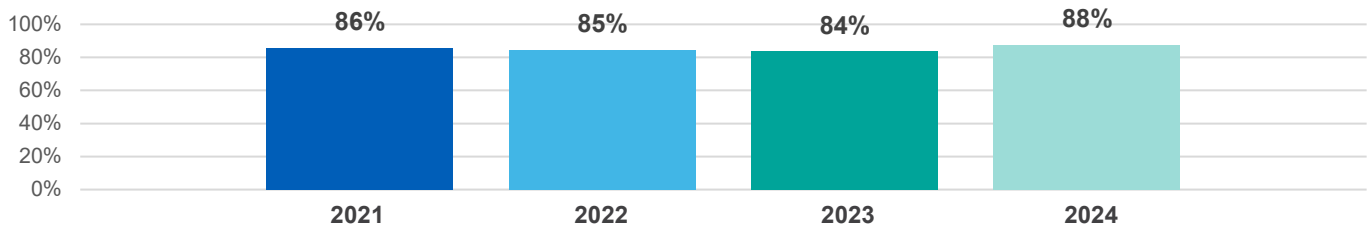| *	Indicates where a score is not available due to suppression or a low base size.	-	No score available.	The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

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

2021	2022	2023	2024
85%	83%	84%	81%

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

2021	2022	2023	2024
81%	81%	84%	82%

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

2021	2022	2023	2024
78%	81%	86%	86%

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

2021 -	2022 -	2023	2024
		61%	59%

CARE PLANNING

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

2021	2022	2023	2024
71%	69%	73%	74%

Year on year charts

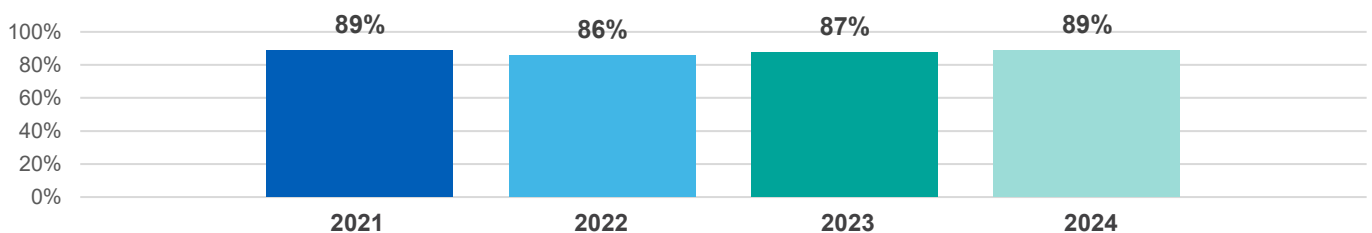| *	Indicates where a score is not available due to suppression or a low base size.	- No score available.	The scores are unadjusted and based on England scores only.

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

2021	2022	2023	2024
95%	94%	93%	92%

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

2021	2022	2023	2024
99%	98%	99%	99%

SUPPORT FROM HOSPITAL STAFF

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

2021	2022	2023	2024
89%	92%	92%	95%

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

2021	2022	2023	2024
75%	76%	79%	78%

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

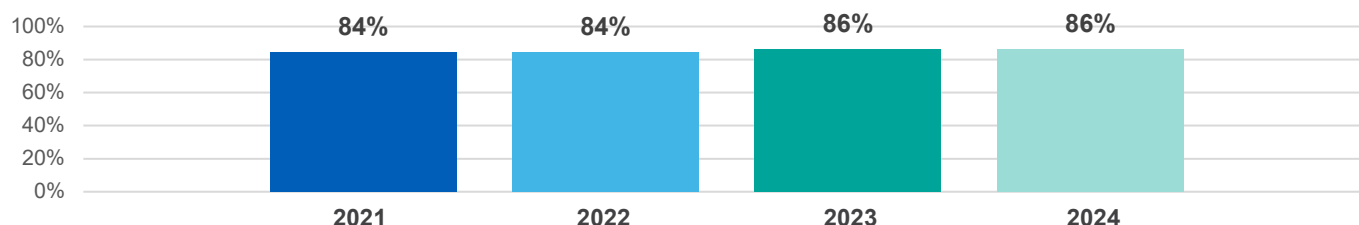| 2021	2022	2023	2024
78%	73%	77%	79%
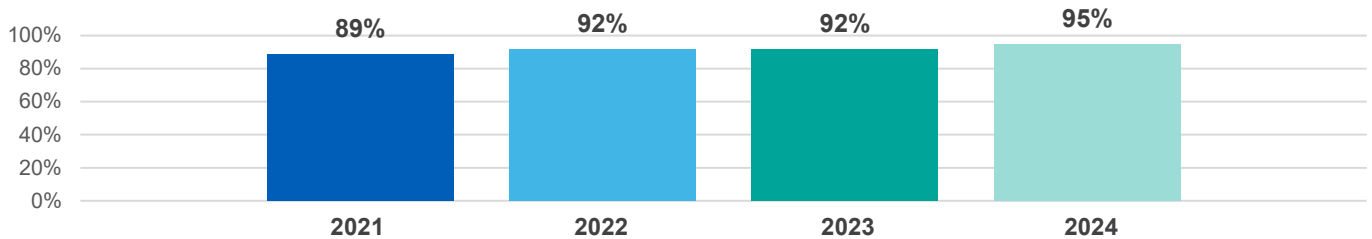
Year on year charts

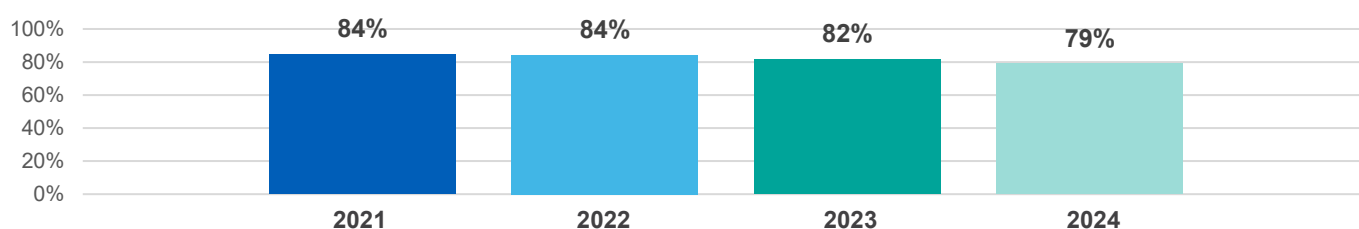| * | Indicates where a score is not available due to suppression or a low base size. | - | No score available. | | The scores are unadjusted and based on England scores only. |

HOSPITAL CARE

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

2021	2022	2023	2024
81%	77%	76%	78%

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

2021	2022	2023	2024
65%	64%	71%	71%

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

2021	2022	2023	2024
73%	70%	71%	73%

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

2021	2022	2023	2024
75%	70%	73%	75%

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

2021	2022	2023	2024
63%	59%	66%	66%

Year on year charts

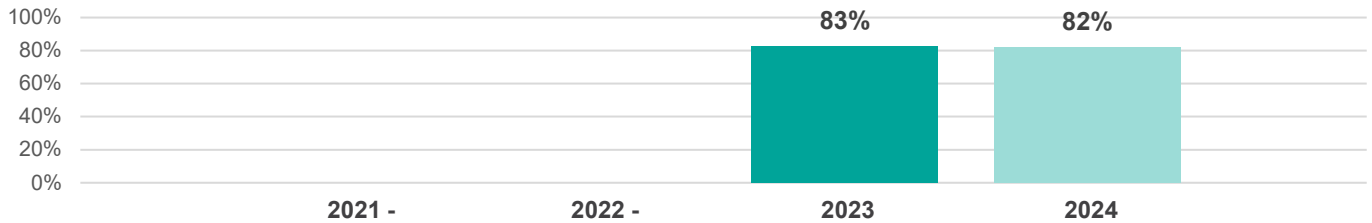|		
* Indicates where a score is not available due to suppression or a low base size.	- No score available.	The scores are unadjusted and based on England scores only.

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

2021	2022	2023	2024
86%	85%	84%	88%

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

2021	2022	2023	2024
89%	84%	88%	89%

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

2021	2022	2023	2024
89%	86%	87%	89%

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

2021	2022	2023	2024
76%	77%	79%	80%
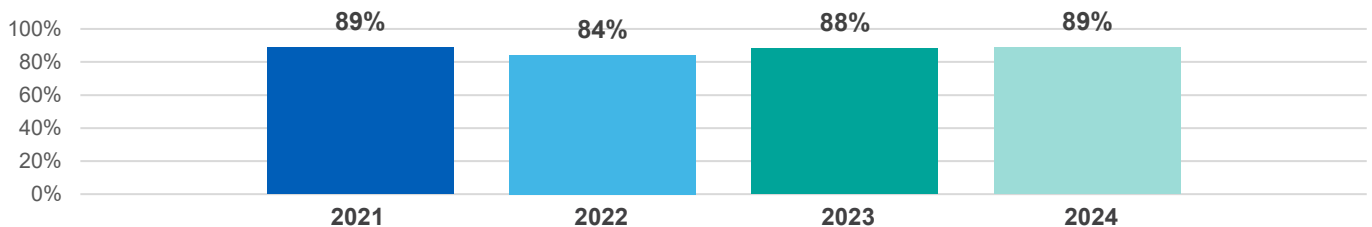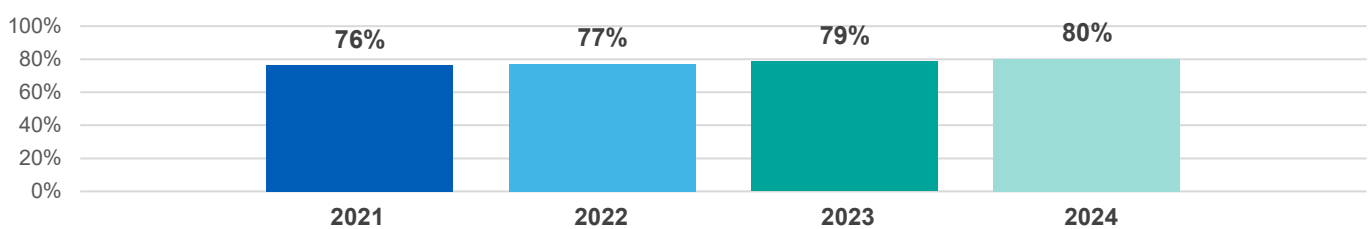
YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

2021	2022	2023	2024
90%	89%	93%	90%

Back to start   57
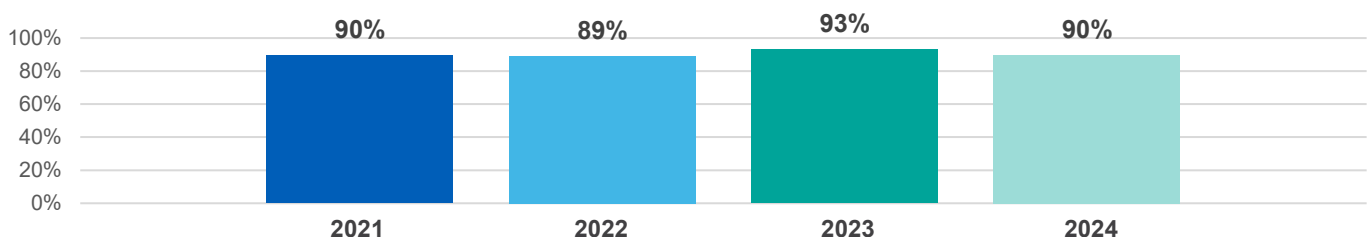
Year on year charts

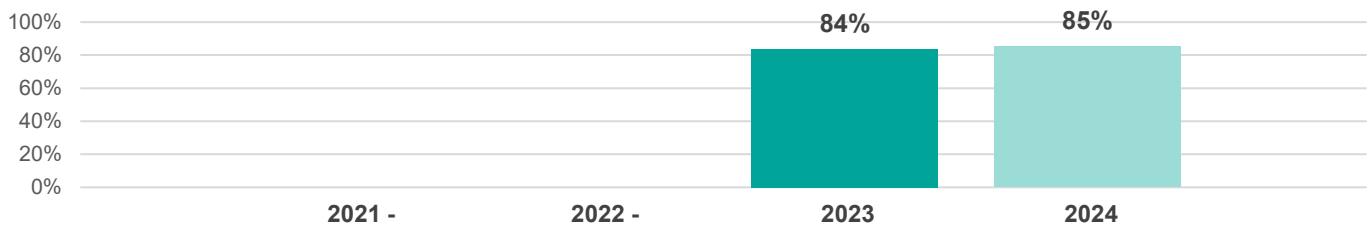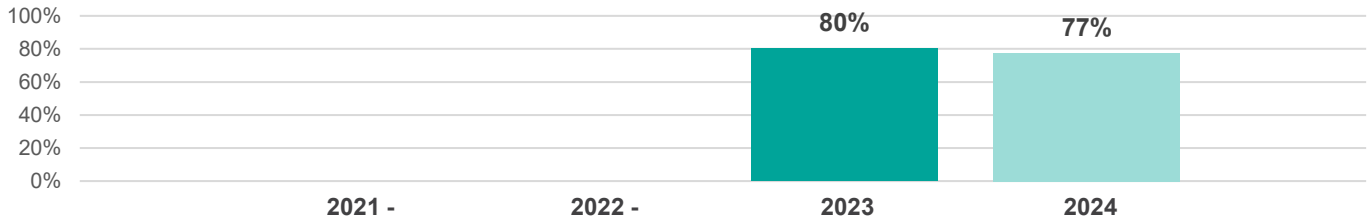| * | Indicates where a score is not available due to suppression or a low base size. | - | No score available. | The scores are unadjusted and based on England scores only. |

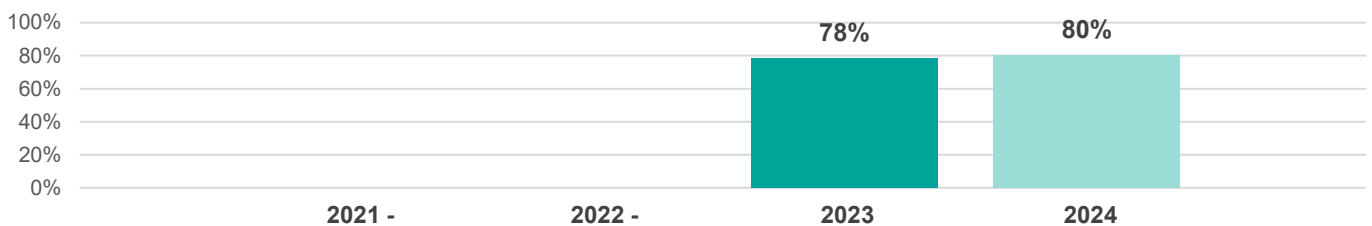### Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

2021	2022	2023	2024
84%	84%	86%	86%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

2021	2022	2023	2024
88%	90%	89%	86%

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

2021	2022	2023	2024
84%	84%	82%	79%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

2021	2022	2023	2024
84%	80%	84%	84%

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

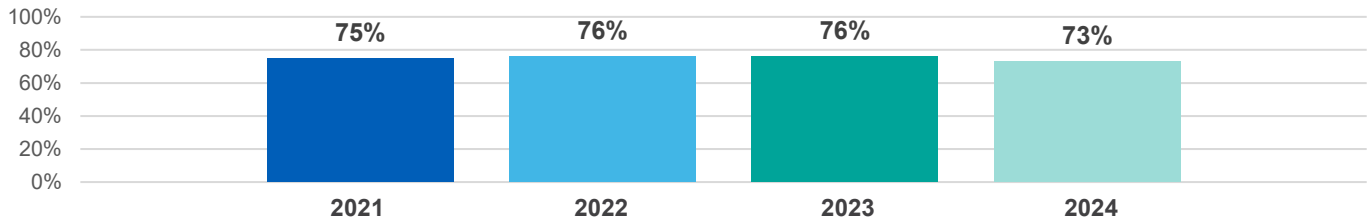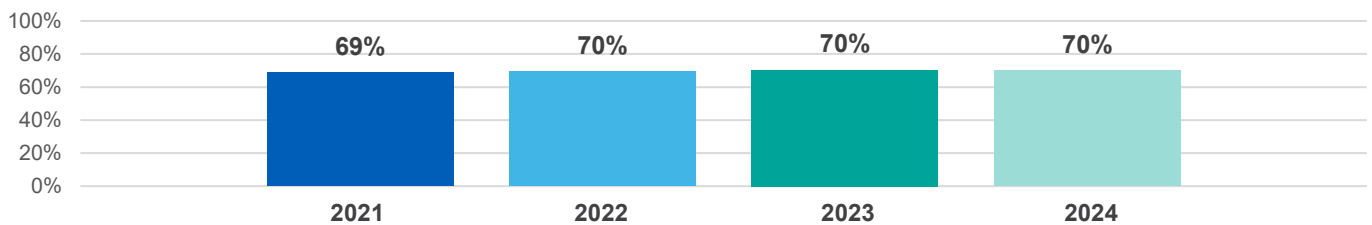| 2021 -	2022 -	2023	2024
		88%	85%

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.

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

2021 -	2022 -	2023	2024
		83%	82%

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

2021 -	2022 -	2023	2024
		84%	85%

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

2021 -	2022 -	2023	2024
		80%	77%

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

2021 -	2022 -	2023	2024
		78%	80%

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

2021	2022	2023	2024
80%	80%	81%	83%

Year on year charts

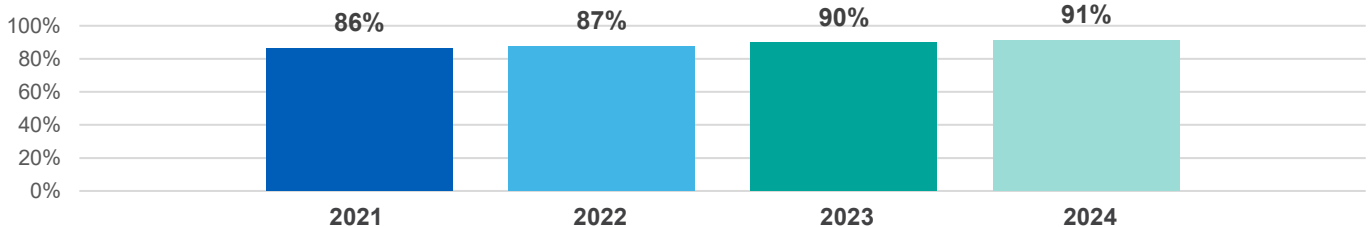|		
* Indicates where a score is not available due to suppression or a low base size.	- No score available.	The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG-TERM SIDE EFFECTS

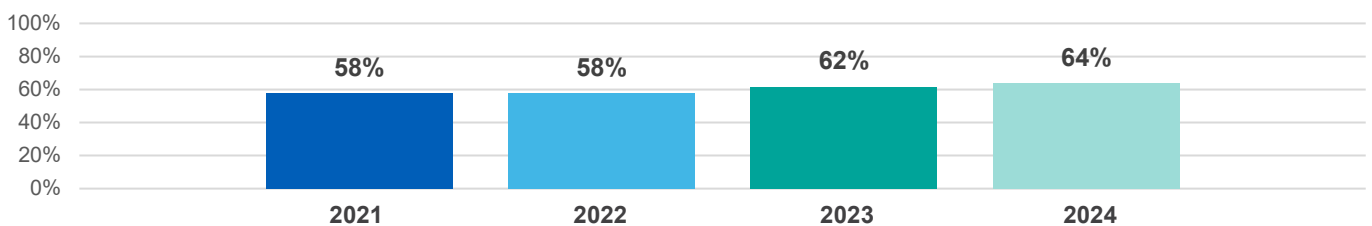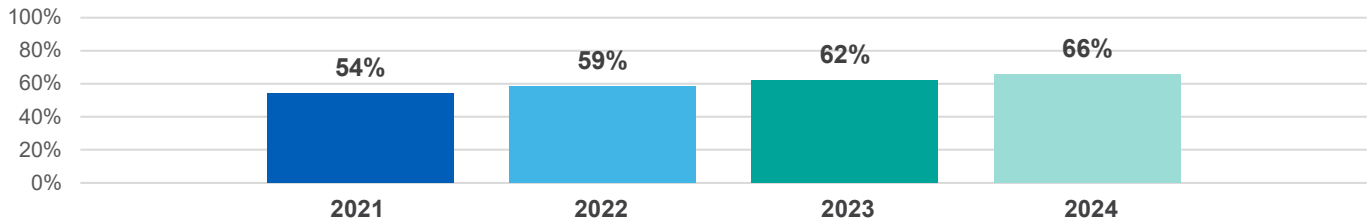### Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

2021	2022	2023	2024
75%	76%	76%	73%

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

2021	2022	2023	2024
69%	70%	70%	70%

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

2021	2022	2023	2024
86%	87%	90%	91%

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

2021	2022	2023	2024
58%	58%	62%	64%

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

2021	2022	2023	2024
54%	53%	56%	59%

Year on year charts

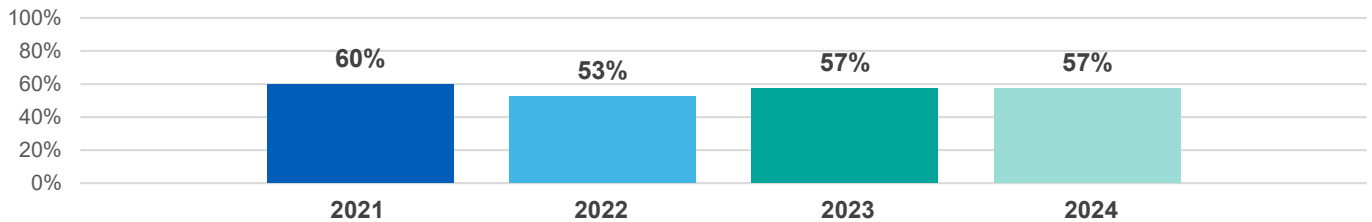|		
* Indicates where a score is not available due to suppression or a low base size.	- No score available.	The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home
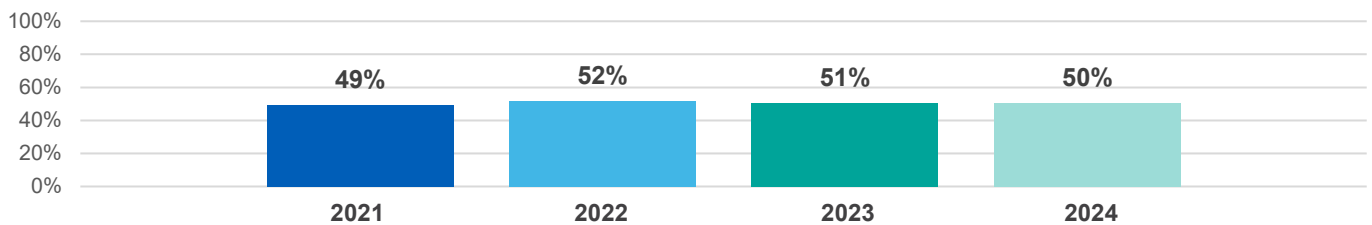
2021	2022	2023	2024
54%	59%	62%	66%

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

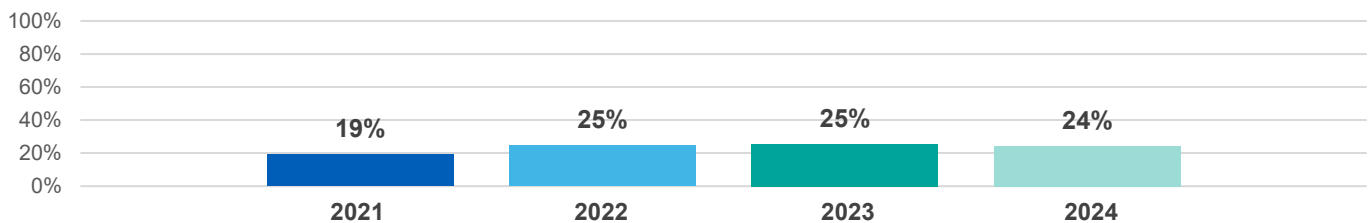| 2021	2022	2023	2024
60%	53%	57%	57%

CARE FROM YOUR GP PRACTICE

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

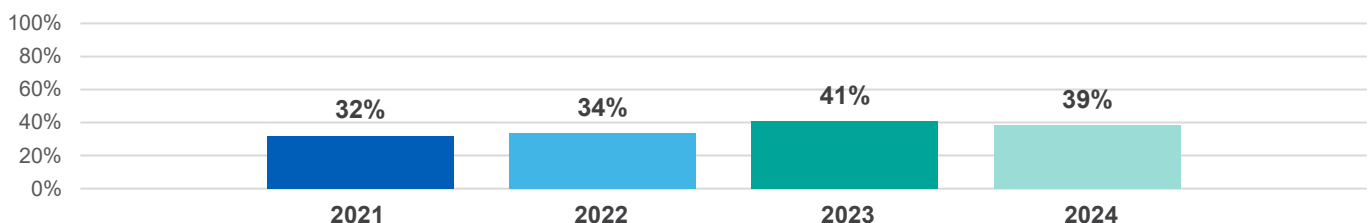| 2021	2022	2023	2024
49%	52%	51%	50%

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

2021	2022	2023	2024
19%	25%	25%	24%

LIVING WITH AND BEYOND CANCER

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services
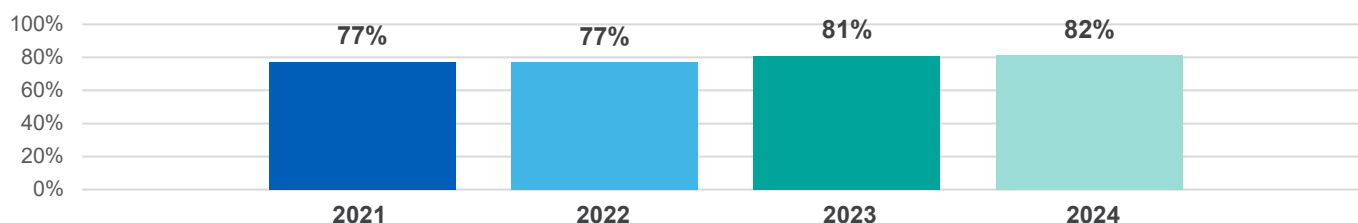
2021	2022	2023	2024
32%	34%	41%	39%

Year on year charts

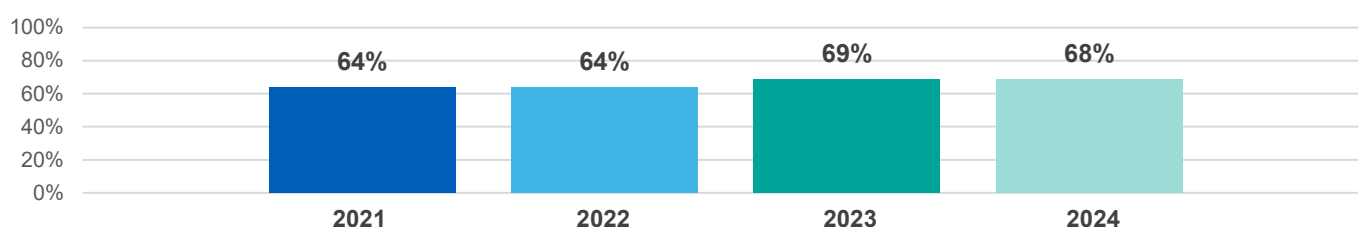|		
* Indicates where a score is not available due to suppression or a low base size.	- No score available.	The scores are unadjusted and based on England scores only.

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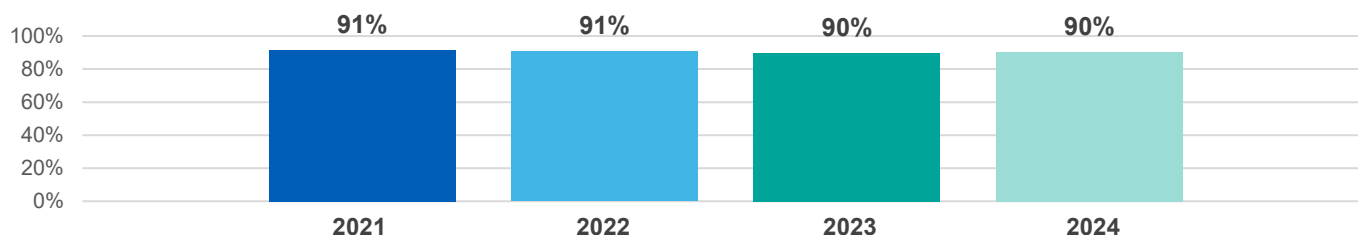

2021	2022	2023	2024
77%	77%	81%	82%

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

2021	2022	2023	2024
64%	64%	69%	68%

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

2021	2022	2023	2024
91%	91%	90%	90%

Q57. Administration of care was very good or good

2021	2022	2023	2024
88%	88%	86%	86%

Q58. Cancer research opportunities were discussed with patient

2021	2022	2023	2024
39%	42%	40%	40%

Year on year charts

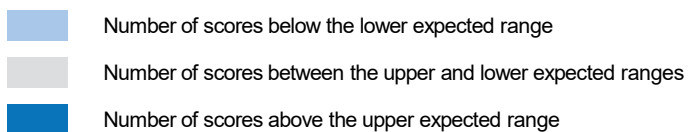|		
* Indicates where a score is not available due to suppression or a low base size.	- No score available.	The scores are unadjusted and based on England scores only.

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

2021	2022	2023	2024
8.8	8.9	8.9	9.0
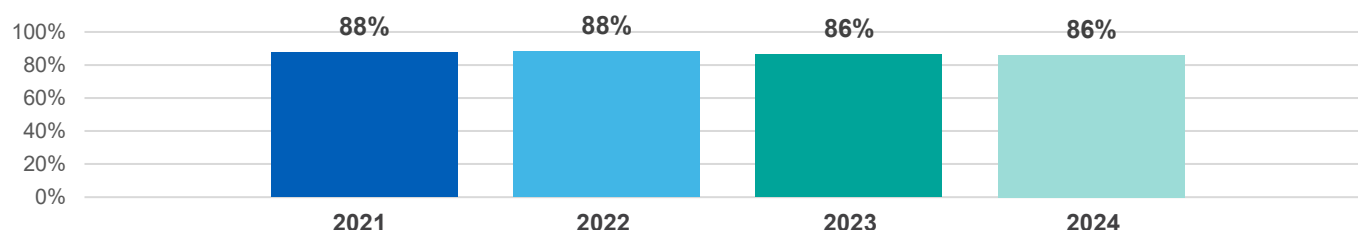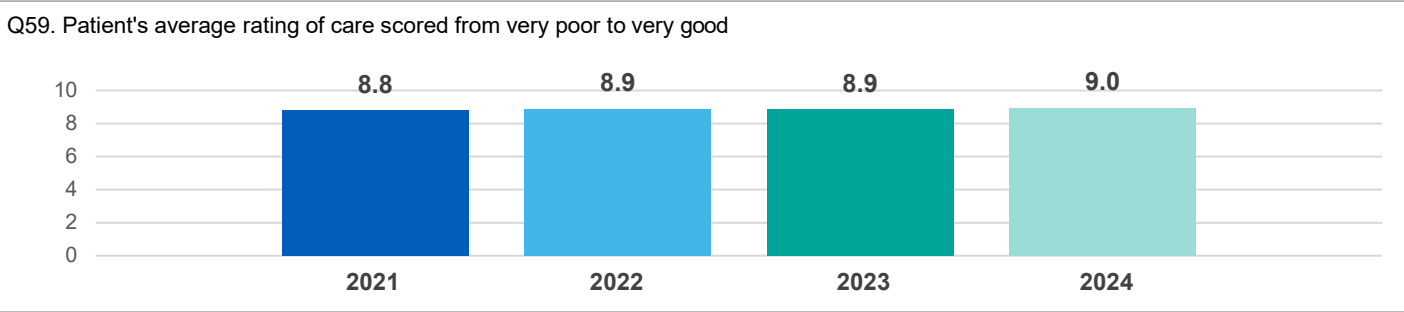
Trust expected range summary

	Data labels relate to the number of scores that fell below, within and above the expected range		Number of scores below the lower expected range
			Number of scores between the upper and lower expected ranges
			Number of scores above the upper expected range

	Trust	Expected range classification
RNZ	Salisbury NHS Foundation Trust	41 20
RD1	Royal United Hospitals Bath NHS Foundation Trust	43 18
RN3	Great Western Hospitals NHS Foundation Trust	18 43