

# **National Cancer Patient Experience Survey**

2024 Results

## **NHS Cheshire and Merseyside Integrated Care Board**

Published July 2025

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## Executive summary

### Questions above expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q08. Diagnostic test results were explained in a way the patient could completely understand	82%	76%	82%	79%
Q14. Cancer diagnosis explained in a way the patient could completely understand	81%	75%	80%	77%
Q20. Treatment options were explained in a way the patient could completely understand	86%	80%	86%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	84%	77%	83%	80%
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	82%	76%	81%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	74%	68%	74%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	75%	69%	75%	72%
Q34. Patient was always able to get help from ward staff when needed	77%	71%	77%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	71%	62%	70%	66%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	85%	90%	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	92%	86%	91%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	87%	75%	85%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	89%	85%	89%	87%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	84%	71%	82%	77%

## Executive summary

### Questions below expected range

NHS Cheshire and Merseyside Integrated Care Board has no scores below expected range.

## 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](http://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](mailto:regulation@statistics.gov.uk) or via the OSR website.

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



## Response rate

### Overall response rate

1,895 patients responded out of a total of 3,868 patients, resulting in a response rate of 49%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	4,141	3,868	1,895	49%
National	135,429	127,021	64,055	50%

### Respondents by survey type

	Number of respondents
Paper	1,490
Online	403
Phone	1
Translation service	1
<b>Total</b>	<b>1,895</b>

### Respondents by tumour group

	Number of respondents
Brain / CNS	5
Breast	321
Colorectal / LGT	205
Gynaecological	88
Haematological	287
Head and neck	52
Lung	165
Prostate	143
Sarcoma	23
Skin	146
Upper gastro	81
Urological	174
Other	205
<b>Total</b>	<b>1,895</b>

## Respondents by ethnicity

	Number of respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	1,693
Irish	12
Gypsy or Irish Traveller	*
Roma	*
Any other White background	28
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	8
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
<b>Asian or Asian British</b>	
Indian	7
Pakistani	*
Bangladeshi	*
Chinese	9
Any other Asian background	5
<b>Black / African / Caribbean / Black British</b>	
African	6
Caribbean	*
Any other Black / African / Caribbean background	*
<b>Other Ethnic Group</b>	
Arab	*
Any other ethnic group	*
<b>Not given</b>	
Not given	109
<b>Total</b>	<b>1,895</b>

## Expected range charts

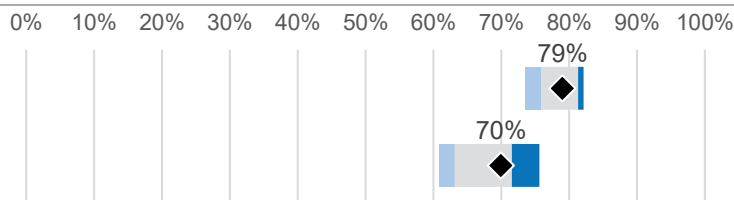
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

### SUPPORT FROM YOUR GP PRACTICE

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

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



### DIAGNOSTIC TESTS

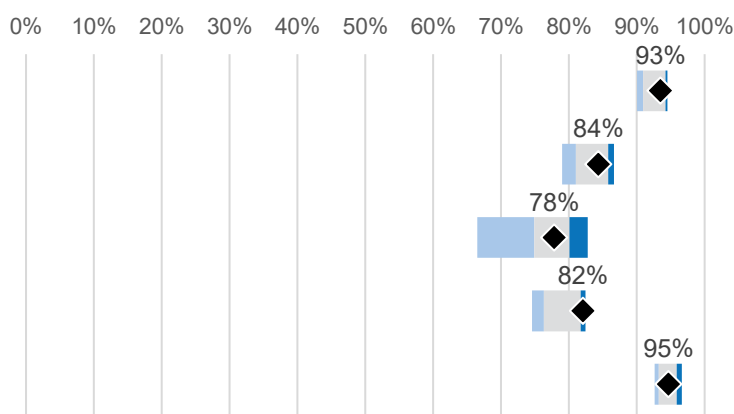
Q5. Patient received all the information needed about the diagnostic test in advance

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

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

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

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



### FINDING OUT THAT YOU HAD CANCER

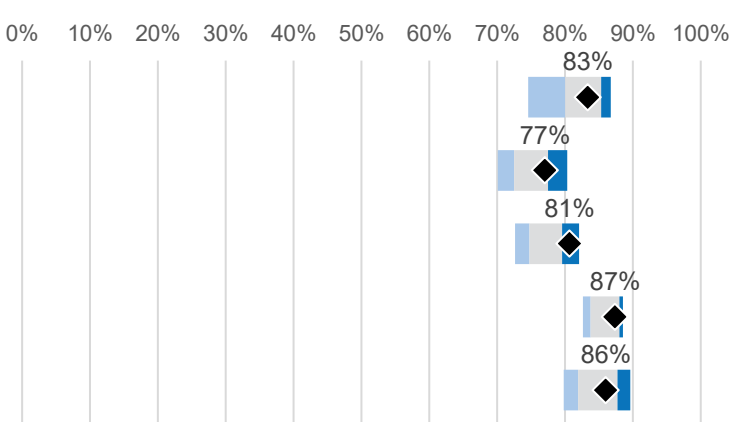
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

Q13. Patient was definitely told sensitively that they had cancer

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

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

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

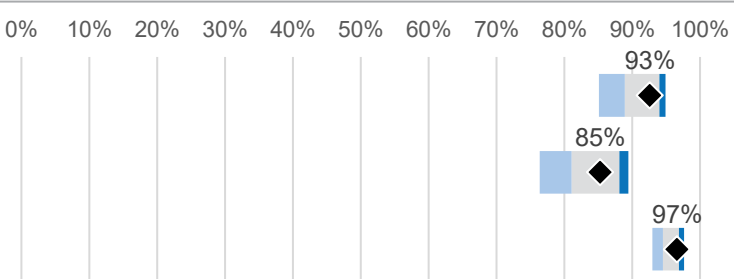


### SUPPORT FROM A MAIN CONTACT PERSON

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

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

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



## Expected range charts

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

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

### DECIDING ON THE BEST TREATMENT

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

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

86%

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

84%

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

61%

### CARE PLANNING

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

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

75%

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

95%

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

99%

### SUPPORT FROM HOSPITAL STAFF

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

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

91%

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

80%

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

69%

### HOSPITAL CARE

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

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

82%

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

74%

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

75%

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

77%

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

71%

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

85%

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

90%



## Expected range charts

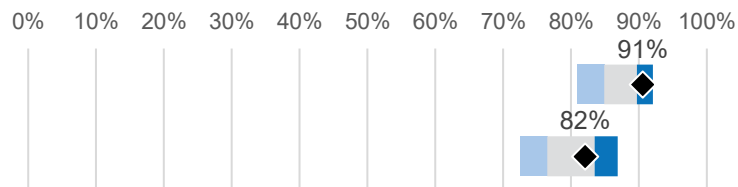
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

### HOSPITAL CARE CONTINUED

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

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



### YOUR TREATMENT

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

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

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

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

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

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

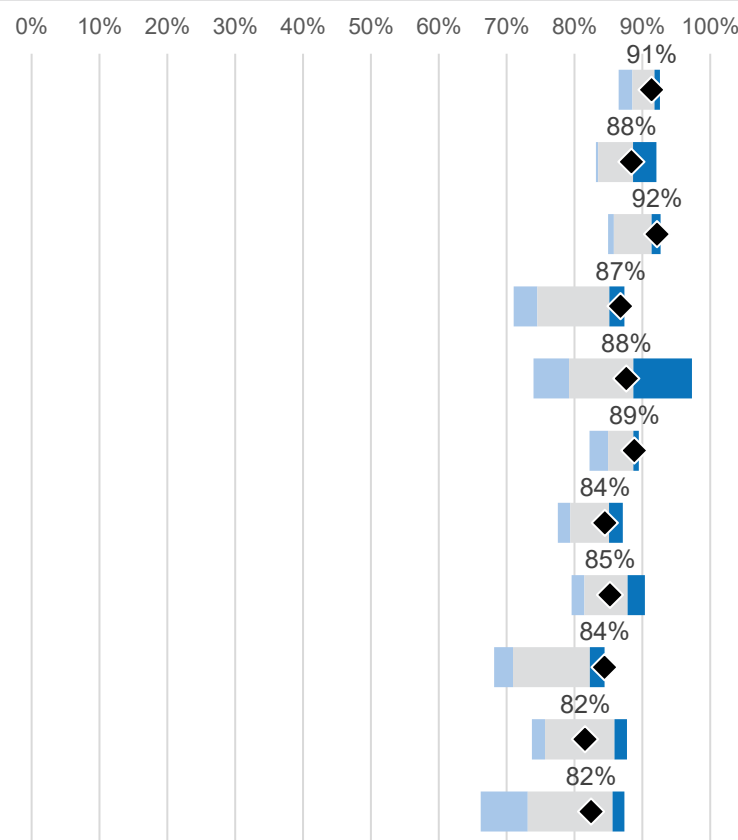
Q42\_2. Patient completely had enough understandable information about their response to chemotherapy

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

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

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

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



### IMMEDIATE AND LONG-TERM SIDE EFFECTS

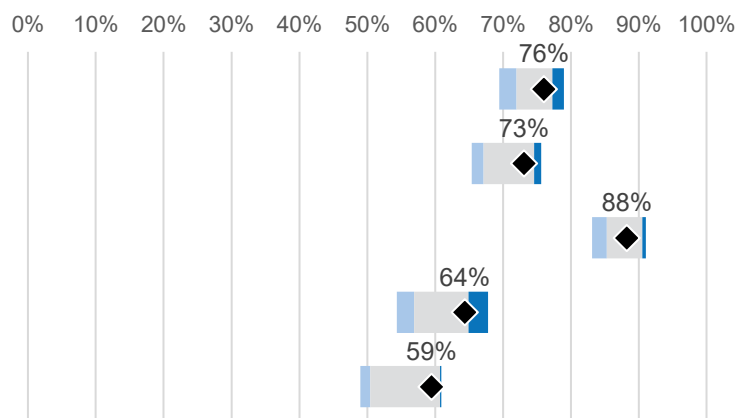
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

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

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

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



## Expected range charts

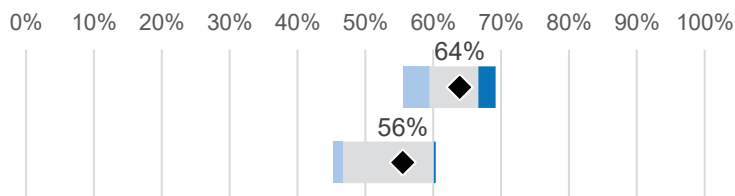
Lower expected range Within expected range Upper expected range Case mix adjusted score

The left outer edge of the bars is the lowest score achieved of all 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

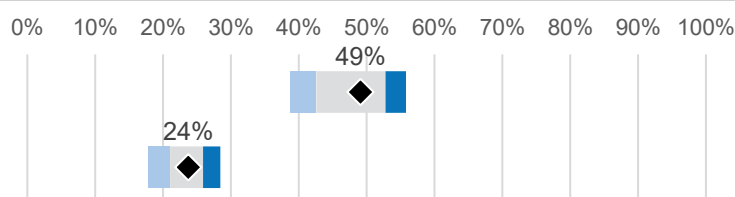
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services



### CARE FROM YOUR GP PRACTICE

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

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

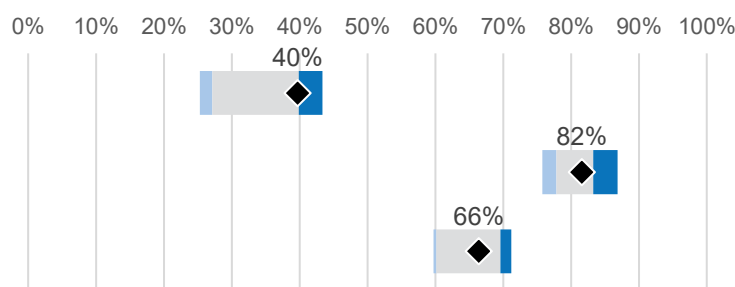


### LIVING WITH AND BEYOND CANCER

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

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

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



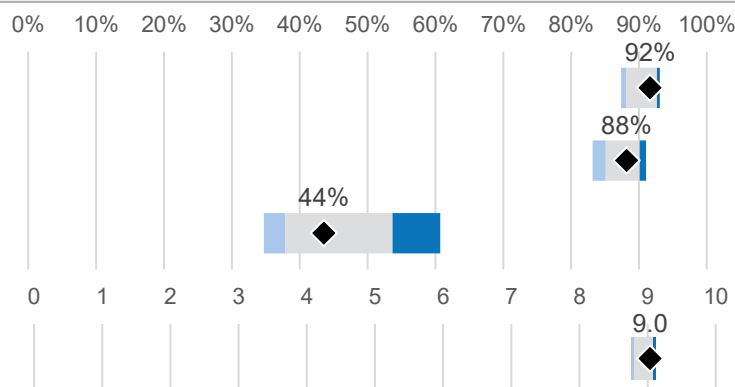
### YOUR OVERALL NHS CARE

Q56. The whole care team worked well together




Q57. Administration of care was very good or good

Q58. Cancer research opportunities were discussed with patient

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



## Comparability tables

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




SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	842	80%	861	79%			79%	76%	81%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	1155	64%	1161	69%	▲	▲	70%	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	1487	92%	1542	93%			93%	91%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1559	84%	1622	84%			84%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1565	78%	1623	78%		▼	78%	75%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	1564	80%	1625	82%			82%	76%	82%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1571	96%	1631	95%			95%	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	1659	80%	1754	83%	▲	▲	83%	80%	85%	83%
Q13. Patient was definitely told sensitively that they had cancer	1776	74%	1872	77%			77%	73%	78%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1784	78%	1880	81%	▲		81%	75%	80%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1786	85%	1871	87%			87%	84%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	1575	81%	1676	86%	▲		86%	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	1711	92%	1811	92%			93%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	1420	86%	1512	86%		▼	85%	81%	88%	85%
Q19. Patient found advice from main contact person was very or quite helpful	1504	95%	1586	97%	▲		97%	95%	97%	96%

## Comparability tables

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	1659	85%	1764	87%		▲	86%	80%	86%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1758	80%	1860	84%	▲		84%	77%	83%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	1526	84%	1636	86%		▲	86%	83%	87%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	988	60%	1010	62%			61%	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	1600	74%	1688	76%			75%	69%	77%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	966	94%	1051	95%		▲	95%	92%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	768	99%	859	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	1431	89%	1511	91%			91%	90%	95%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1771	78%	1864	80%	▲		80%	74%	81%	78%
Q29. Patient was offered information about how to get financial help or benefits	925	63%	921	69%	▲	▲	69%	66%	78%	72%



## Comparability tables

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- No score available.

▲ or ▼

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

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

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	900	80%	954	83%			82%	76%	81%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	741	72%	819	75%		▲	74%	68%	74%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	883	72%	945	76%			75%	69%	75%	72%
Q34. Patient was always able to get help from ward staff when needed	892	77%	937	78%		▼	77%	71%	77%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	860	68%	924	72%			71%	62%	70%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	793	85%	839	85%		▼	85%	82%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	896	89%	955	90%			90%	86%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	878	90%	936	91%			91%	85%	90%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1542	83%	1618	83%			82%	76%	83%	80%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	1126	90%	1281	92%			91%	89%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	681	87%	688	89%			88%	83%	89%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	453	89%	500	92%			92%	86%	91%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	201	86%	219	86%			87%	75%	85%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	217	82%	231	88%		▲	88%	79%	89%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	1114	88%	1264	89%			89%	85%	89%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	679	82%	687	85%			84%	79%	85%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	449	82%	497	86%			85%	81%	88%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	200	81%	215	84%			84%	71%	82%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	214	78%	227	82%			82%	76%	86%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1695	84%	1826	83%			82%	73%	86%	79%

## Comparability tables

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- No score available.

▲ or ▼

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

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

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




IMMEDIATE AND LONG-TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	1625	76%	1727	76%			76%	72%	77%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1547	72%	1659	74%			73%	67%	75%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1252	87%	1329	88%			88%	85%	91%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1543	62%	1613	65%			64%	57%	65%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1346	56%	1410	60%			59%	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	1168	66%	1294	65%		▲	64%	59%	67%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	660	53%	719	56%			56%	47%	60%	53%

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	981	48%	1069	49%		▲	49%	43%	53%	48%
Q52. Patient has had a review of cancer care by GP practice	1691	23%	1774	23%		▲	24%	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	404	32%	457	40%			40%	27%	40%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	917	81%	1005	82%			82%	78%	83%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1424	68%	1491	68%			66%	60%	70%	65%

## Comparability tables

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- No score available.		Change overall: Indicates significant change overall (2021, 2022, 2023 and 2024).		Adjusted score between upper and lower expected ranges
				Adjusted score above upper expected range

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q56. The whole care team worked well together	1693	<b>91%</b>	1766	<b>92%</b>			<b>92%</b>	88%	93%	<b>90%</b>
Q57. Administration of care was very good or good	1740	<b>88%</b>	1836	<b>88%</b>		▼	<b>88%</b>	85%	90%	<b>88%</b>
Q58. Cancer research opportunities were discussed with patient	1002	<b>47%</b>	1050	<b>45%</b>			<b>44%</b>	38%	54%	<b>46%</b>
Q59. Patient's average rating of care scored from very poor to very good	1707	<b>9.0</b>	1791	<b>9.1</b>			<b>9.0</b>	8.8	9.1	<b>8.9</b>

## Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	95%	79%	81%	52%	73%	83%	87%	53%	88%	62%	84%	80%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	78%	72%	81%	59%	65%	56%	77%	56%	74%	53%	72%	63%	69%

DIAGNOSTIC TESTS	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	93%	96%	92%	94%	93%	95%	92%	90%	94%	94%	91%	93%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	85%	86%	87%	84%	83%	81%	88%	86%	91%	82%	81%	77%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	73%	87%	76%	83%	79%	87%	72%	67%	76%	76%	79%	72%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	87%	89%	85%	73%	73%	86%	84%	81%	87%	76%	81%	78%	82%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	97%	95%	95%	93%	92%	94%	95%	100%	96%	96%	92%	95%	95%

FINDING OUT THAT YOU HAD CANCER						Tumour group								
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	93%	93%	73%	76%	80%	86%	83%	74%	72%	85%	81%	78%	83%
Q13. Patient was definitely told sensitively that they had cancer	*	87%	82%	68%	72%	73%	78%	76%	77%	77%	73%	78%	71%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	86%	85%	79%	70%	77%	83%	82%	78%	84%	77%	85%	79%	81%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	94%	86%	84%	82%	79%	88%	92%	87%	87%	89%	86%	86%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	*	95%	89%	85%	77%	82%	83%	90%	89%	85%	83%	85%	81%	86%

## Tumour group tables

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SUPPORT FROM A MAIN CONTACT PERSON							Tumour group							
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q17. Patient had a main point of contact within the care team	*	97%	94%	96%	94%	85%	93%	95%	91%	87%	94%	88%	86%	92%
Q18. Patient found it very or quite easy to contact their main contact person	*	86%	89%	87%	87%	88%	88%	75%	81%	88%	89%	84%	84%	86%
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	99%	100%	97%	94%	96%	93%	95%	99%	97%	95%	98%	97%

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	*	89%	88%	88%	86%	88%	86%	88%	90%	87%	79%	87%	85%	87%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	86%	85%	89%	80%	82%	89%	90%	83%	85%	79%	82%	82%	84%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	89%	87%	91%	85%	87%	85%	90%	82%	88%	84%	77%	84%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	68%	63%	62%	64%	56%	61%	70%	64%	55%	57%	51%	59%	62%

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%	78%	85%	71%	73%	76%	78%	68%	76%	74%	78%	69%	76%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	94%	98%	97%	97%	100%	98%	96%	85%	93%	94%	90%	93%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	97%	100%	98%	98%	96%	100%	100%	91%	100%	98%	99%	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	*	94%	93%	91%	91%	84%	90%	92%	87%	90%	89%	87%	87%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	81%	81%	86%	82%	69%	84%	82%	70%	83%	76%	78%	76%	80%
Q29. Patient was offered information about how to get financial help or benefits	*	75%	66%	73%	75%	69%	74%	53%	71%	67%	73%	59%	63%	69%

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	73%	77%	90%	88%	80%	87%	82%	90%	90%	85%	75%	90%	83%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	68%	79%	83%	71%	74%	81%	67%	72%	72%	75%	70%	80%	75%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	73%	75%	83%	76%	66%	77%	83%	84%	76%	73%	65%	83%	76%
Q34. Patient was always able to get help from ward staff when needed	*	74%	79%	80%	78%	73%	79%	78%	80%	86%	69%	72%	88%	78%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	60%	74%	75%	74%	68%	73%	75%	71%	95%	68%	67%	77%	72%
Q36. Hospital staff always did everything they could to help the patient control pain	*	81%	87%	87%	85%	87%	88%	83%	100%	94%	88%	75%	87%	85%
Q37. Patient was always treated with respect and dignity while in hospital	*	85%	91%	93%	92%	93%	89%	91%	95%	95%	85%	87%	93%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	88%	91%	95%	90%	93%	89%	92%	85%	90%	90%	89%	94%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	80%	84%	91%	86%	86%	76%	87%	83%	82%	82%	80%	79%	83%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	93%	94%	99%	92%	87%	91%	87%	90%	91%	91%	90%	90%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	88%	92%	87%	88%	86%	92%	*	*	*	94%	88%	86%	89%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	92%	88%	100%	95%	77%	87%	96%	*	*	100%	83%	96%	92%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	85%	*	*	*	*	*	93%	*	*	*	*	87%	86%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	77%	*	*	83%	*	95%	*	*	95%	*	91%	91%	88%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	89%	91%	99%	94%	77%	84%	84%	90%	88%	89%	90%	92%	89%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	88%	84%	69%	83%	93%	92%	*	*	*	93%	78%	87%	85%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	88%	92%	81%	81%	80%	78%	94%	*	*	80%	75%	84%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	81%	*	*	*	*	*	88%	*	*	*	*	92%	84%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	81%	*	*	79%	*	93%	*	*	68%	*	86%	81%	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	83%	90%	81%	77%	82%	87%	88%	70%	81%	72%	90%	79%	83%

## Tumour group tables

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

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	78%	79%	77%	68%	76%	76%	85%	77%	77%	74%	77%	81%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	74%	73%	75%	71%	69%	79%	75%	76%	75%	78%	73%	74%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	91%	89%	91%	83%	94%	86%	90%	85%	91%	88%	88%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	70%	63%	63%	54%	57%	72%	73%	86%	71%	65%	63%	63%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	65%	62%	63%	54%	51%	65%	67%	73%	70%	46%	52%	58%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	62%	71%	60%	62%	64%	73%	62%	67%	66%	68%	65%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	55%	61%	59%	55%	58%	52%	44%	38%	69%	57%	55%	60%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	50%	50%	50%	43%	39%	48%	44%	44%	55%	57%	56%	46%
Q52. Patient has had a review of cancer care by GP practice	*	21%	26%	36%	21%	18%	29%	22%	10%	20%	33%	23%	21%



## Tumour group tables

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

LIVING WITH AND BEYOND CANCER						Tumour group								
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	37%	48%	53%	29%	36%	48%	33%	46%	21%	39%	39%	46%	40%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	80%	86%	81%	81%	81%	81%	86%	73%	86%	74%	85%	79%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	59%	66%	60%	78%	49%	63%	68%	71%	87%	58%	77%	69%	68%

YOUR OVERALL NHS CARE			Tumour group											
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q56. The whole care team worked well together	*	94%	93%	91%	91%	90%	93%	90%	74%	96%	88%	90%	91%	92%
Q57. Administration of care was very good or good	*	92%	91%	92%	86%	85%	94%	83%	83%	87%	81%	86%	89%	88%
Q58. Cancer research opportunities were discussed with patient	*	32%	57%	40%	56%	35%	54%	31%	25%	30%	50%	46%	45%	45%
Q59. Patient's average rating of care scored from very poor to very good	*	9.3	9.2	9.2	9.1	8.7	9.1	9.1	8.8	9.1	8.9	8.9	8.8	9.1



## 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	*	*	64%	85%	72%	77%	84%	87%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	81%	67%	74%	68%	68%	67%	69%

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	*	92%	90%	94%	95%	93%	92%	96%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	91%	77%	77%	87%	84%	84%	86%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	67%	50%	65%	75%	78%	84%	89%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	67%	74%	79%	80%	83%	86%	84%	82%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	92%	88%	91%	94%	95%	95%	97%	95%

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	*	86%	89%	82%	81%	82%	84%	87%	83%
Q13. Patient was definitely told sensitively that they had cancer	*	77%	82%	70%	73%	77%	82%	78%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	71%	71%	74%	80%	81%	84%	82%	81%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	77%	74%	83%	83%	89%	90%	91%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	*	75%	84%	92%	87%	87%	83%	83%	86%

SUPPORT FROM A MAIN CONTACT PERSON									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	75%	100%	90%	92%	95%	91%	90%	92%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	71%	81%	83%	86%	90%	92%	86%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	92%	95%	96%	97%	97%	94%	97%

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	*	92%	82%	81%	88%	89%	86%	82%	87%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	93%	71%	76%	84%	85%	86%	85%	84%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	85%	76%	82%	85%	87%	86%	88%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	55%	63%	52%	62%	64%	62%	57%	62%

## 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	*	77%	62%	70%	73%	77%	76%	85%	76%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	96%	90%	93%	97%	95%	95%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	98%	98%	98%	100%	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	*	67%	97%	87%	90%	92%	89%	95%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	77%	59%	71%	76%	82%	83%	86%	80%
Q29. Patient was offered information about how to get financial help or benefits	*	55%	76%	72%	72%	68%	63%	76%	69%

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	*	90%	67%	73%	77%	85%	87%	87%	83%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	64%	69%	64%	78%	79%	86%	75%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	54%	72%	74%	75%	81%	77%	76%
Q34. Patient was always able to get help from ward staff when needed	*	60%	67%	69%	70%	82%	81%	83%	78%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	54%	69%	70%	74%	75%	74%	72%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	65%	81%	84%	88%	87%	85%	85%
Q37. Patient was always treated with respect and dignity while in hospital	*	90%	74%	89%	87%	92%	93%	89%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	90%	92%	89%	88%	93%	88%	96%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	75%	68%	79%	83%	86%	81%	84%	83%

## Age group tables

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

YOUR TREATMENT	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	75%	86%	92%	93%	93%	92%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	79%	86%	92%	89%	86%	94%	89%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	92%	85%	94%	94%	91%	92%	92%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	72%	87%	88%	89%	*	86%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	90%	92%	91%	86%	*	88%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	78%	87%	89%	90%	90%	90%	89%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	83%	85%	85%	84%	86%	94%	85%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	91%	81%	88%	88%	82%	84%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	75%	83%	84%	86%	*	84%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	89%	80%	91%	75%	*	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	64%	66%	83%	80%	86%	82%	85%	83%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	69%	72%	73%	79%	77%	74%	83%	76%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	69%	68%	71%	73%	76%	71%	81%	74%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	82%	82%	83%	91%	90%	86%	87%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	71%	64%	50%	66%	69%	61%	72%	65%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	57%	53%	53%	62%	63%	56%	69%	60%

SUPPORT WHILE AT HOME	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	77%	59%	58%	61%	67%	66%	72%	65%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	60%	41%	49%	52%	61%	54%	67%	56%

CARE FROM YOUR GP PRACTICE	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	54%	50%	49%	49%	44%	52%	63%	49%
Q52. Patient has had a review of cancer care by GP practice	*	31%	26%	21%	28%	21%	23%	25%	23%

## 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	*	*	14%	37%	42%	43%	41%	43%	40%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	64%	74%	70%	81%	87%	82%	83%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	50%	50%	53%	66%	71%	70%	77%	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	*	85%	97%	91%	92%	90%	93%	95%	92%
Q57. Administration of care was very good or good	*	64%	89%	83%	88%	86%	92%	93%	88%
Q58. Cancer research opportunities were discussed with patient	*	36%	42%	31%	44%	50%	41%	55%	45%
Q59. Patient's average rating of care scored from very poor to very good	*	8.4	9.0	9.1	9.0	9.1	9.1	9.2	9.1

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

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

SUPPORT FROM YOUR GP PRACTICE							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	78%	*	*	*	79%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	71%	68%	*	*	*	67%	69%

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%	*	*	*	92%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	85%	*	*	*	85%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	80%	*	*	*	79%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	83%	82%	*	*	*	80%	82%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	94%	*	*	*	95%	95%

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

SUPPORT FROM A MAIN CONTACT PERSON							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	94%	92%	*	*	*	90%	92%
Q18. Patient found it very or quite easy to contact their main contact person	85%	86%	*	*	*	89%	86%
Q19. Patient found advice from main contact person was very or quite helpful	96%	98%	*	*	*	94%	97%

## ‘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	86%	88%	*	*	*	81%	87%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	84%	84%	*	*	*	88%	84%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	87%	86%	*	*	*	78%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	64%	*	*	*	66%	62%

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	73%	78%	*	*	*	84%	76%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	96%	*	*	*	96%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	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	89%	93%	*	*	*	89%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	83%	*	*	*	86%	80%
Q29. Patient was offered information about how to get financial help or benefits	69%	70%	*	*	*	61%	69%

## ‘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	81%	85%	*	*	*	75%	83%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	73%	76%	*	*	*	81%	75%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	75%	77%	*	*	*	71%	76%
Q34. Patient was always able to get help from ward staff when needed	73%	82%	*	*	*	79%	78%
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	77%	*	*	*	75%	72%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	86%	*	*	*	84%	85%
Q37. Patient was always treated with respect and dignity while in hospital	88%	92%	*	*	*	88%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	93%	*	*	*	83%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	87%	*	*	*	84%	83%

YOUR TREATMENT							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	93%	*	*	*	95%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	88%	90%	*	*	*	89%	89%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	92%	93%	*	*	*	92%	92%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	85%	89%	*	*	*	*	86%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	86%	90%	*	*	*	*	88%
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	91%	*	*	*	88%	89%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	84%	86%	*	*	*	86%	85%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	87%	*	*	*	88%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	82%	89%	*	*	*	*	84%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	81%	84%	*	*	*	*	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	85%	*	*	*	86%	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							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	79%	*	*	*	78%	76%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	76%	*	*	*	72%	74%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	89%	*	*	*	82%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	61%	69%	*	*	*	65%	65%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	58%	63%	*	*	*	65%	60%

SUPPORT WHILE AT HOME							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	70%	*	*	*	64%	65%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	61%	*	*	*	60%	56%

CARE FROM YOUR GP PRACTICE							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	47%	51%	*	*	*	50%	49%
Q52. Patient has had a review of cancer care by GP practice	23%	24%	*	*	*	21%	23%

LIVING WITH AND BEYOND CANCER							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	39%	44%	*	*	*	30%	40%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	87%	*	*	*	81%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	75%	*	*	*	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	92%	92%	*	*	*	90%	92%
Q57. Administration of care was very good or good	89%	88%	*	*	*	88%	88%
Q58. Cancer research opportunities were discussed with patient	41%	48%	*	*	*	49%	45%
Q59. Patient's average rating of care scored from very poor to very good	9.0	9.1	*	*	*	9.1	9.1

## Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	*	50%	*	*	79%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	69%	70%	71%	*	*	69%	69%

DIAGNOSTIC TESTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q5. Patient received all the information needed about the diagnostic test in advance	94%	92%	87%	*	*	93%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	69%	80%	*	*	82%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	85%	71%	*	*	79%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	82%	83%	75%	*	*	83%	82%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	100%	94%	*	*	93%	95%

FINDING OUT THAT YOU HAD CANCER	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	84%	71%	67%	*	*	78%	83%
Q13. Patient was definitely told sensitively that they had cancer	77%	79%	75%	*	*	77%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	81%	86%	95%	*	*	81%	81%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	93%	81%	*	*	87%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	83%	89%	*	*	81%	86%

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q17. Patient had a main point of contact within the care team	93%	93%	95%	*	*	87%	92%
Q18. Patient found it very or quite easy to contact their main contact person	86%	90%	79%	*	*	87%	86%
Q19. Patient found advice from main contact person was very or quite helpful	97%	100%	94%	*	*	94%	97%

DECIDING ON THE BEST TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q20. Treatment options were explained in a way the patient could completely understand	87%	86%	86%	*	*	83%	87%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	84%	86%	86%	*	*	88%	84%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	87%	73%	85%	*	*	75%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	62%	45%	56%	*	*	65%	62%

## 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	75%	71%	79%	*	*	82%	76%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	*	100%	*	*	96%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	94%	*	*	98%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	83%	88%	*	*	88%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	80%	64%	76%	*	*	86%	80%
Q29. Patient was offered information about how to get financial help or benefits	70%	64%	67%	*	*	61%	69%

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

## Ethnicity tables

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

YOUR TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	92%	*	*	*	*	95%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	88%	*	91%	*	*	94%	89%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	92%	*	100%	*	*	96%	92%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	86%	*	*	*	*	*	86%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	88%	*	*	*	*	90%	88%
Q42_1. Patient completely had enough understandable information about their response to surgery	89%	*	*	*	*	89%	89%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	84%	*	100%	*	*	95%	85%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	*	100%	*	*	89%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	84%	*	*	*	*	*	84%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	82%	*	*	*	*	70%	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	83%	86%	59%	*	*	83%	83%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	76%	69%	85%	*	*	80%	76%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	74%	67%	67%	*	*	77%	74%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	73%	71%	*	*	84%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	69%	71%	*	*	71%	65%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	60%	54%	50%	*	*	67%	60%

SUPPORT WHILE AT HOME	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	65%	40%	44%	*	*	67%	65%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	57%	36%	38%	*	*	59%	56%

CARE FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	49%	50%	38%	*	*	56%	49%
Q52. Patient has had a review of cancer care by GP practice	23%	42%	45%	*	*	23%	23%

## 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	41%	*	*	*	*	33%	40%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	83%	*	85%	*	*	78%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	68%	60%	50%	*	*	72%	68%

YOUR OVERALL NHS CARE							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	92%	93%	95%	*	*	91%	92%
Q57. Administration of care was very good or good	88%	93%	77%	*	*	88%	88%
Q58. Cancer research opportunities were discussed with patient	44%	*	57%	*	*	51%	45%
Q59. Patient's average rating of care scored from very poor to very good	9.1	8.1	8.8	*	*	9.1	9.1

## IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	75%	81%	79%	81%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	69%	68%	68%	69%	71%	69%

DIAGNOSTIC TESTS		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	94%	92%	96%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	86%	80%	88%	85%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	80%	77%	78%	77%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	83%	83%	83%	82%	82%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	93%	96%	94%	96%	95%

FINDING OUT THAT YOU HAD CANCER		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	83%	83%	85%	81%	83%	83%
Q13. Patient was definitely told sensitively that they had cancer	79%	77%	81%	76%	75%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	84%	79%	80%	81%	80%	81%
Q15. Patient was definitely told about their diagnosis in an appropriate place	88%	89%	88%	85%	87%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	87%	85%	88%	86%	84%	86%

SUPPORT FROM A MAIN CONTACT PERSON		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q17. Patient had a main point of contact within the care team	94%	92%	94%	92%	91%	92%
Q18. Patient found it very or quite easy to contact their main contact person	86%	89%	84%	88%	84%	86%
Q19. Patient found advice from main contact person was very or quite helpful	96%	98%	97%	97%	96%	97%

## IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q20. Treatment options were explained in a way the patient could completely understand	88%	86%	87%	86%	86%	87%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	86%	82%	86%	84%	84%	84%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	82%	86%	87%	87%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	66%	59%	60%	65%	57%	62%

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	76%	77%	76%	78%	72%	76%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	96%	95%	94%	96%	94%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	99%	99%	99%	99%	99%

SUPPORT FROM HOSPITAL STAFF	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q27. Staff provided the patient with relevant information on available support	89%	89%	93%	93%	90%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	82%	77%	81%	80%	80%	80%
Q29. Patient was offered information about how to get financial help or benefits	68%	70%	69%	71%	69%	69%

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	85%	84%	81%	81%	82%	83%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	78%	77%	71%	74%	72%	75%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	77%	71%	74%	78%	75%	76%
Q34. Patient was always able to get help from ward staff when needed	83%	76%	78%	77%	73%	78%
Q35. Patient was always able to discuss worries and fears with hospital staff	75%	70%	77%	70%	69%	72%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	89%	83%	88%	83%	85%
Q37. Patient was always treated with respect and dignity while in hospital	90%	92%	89%	90%	90%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	93%	91%	89%	89%	91%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	82%	83%	81%	88%	79%	83%

## IMD quintile tables

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

YOUR TREATMENT	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q41_1. Beforehand patient completely had enough understandable information about surgery	95%	89%	93%	90%	91%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	91%	90%	89%	86%	87%	89%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	94%	95%	91%	89%	94%	92%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	88%	93%	84%	87%	84%	86%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	91%	91%	85%	87%	87%	88%
Q42_1. Patient completely had enough understandable information about their response to surgery	92%	88%	89%	89%	87%	89%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	88%	85%	81%	83%	86%	85%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	82%	86%	84%	91%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	92%	96%	79%	86%	74%	84%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	84%	81%	78%	87%	79%	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	85%	80%	84%	84%	80%	83%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	79%	77%	76%	74%	76%	76%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	77%	74%	74%	73%	71%	74%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	92%	88%	88%	88%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	71%	62%	66%	61%	65%	65%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	64%	58%	62%	58%	59%	60%

SUPPORT WHILE AT HOME	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	64%	68%	64%	68%	62%	65%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	56%	50%	56%	62%	53%	56%

CARE FROM YOUR GP PRACTICE	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	44%	52%	49%	52%	49%	49%
Q52. Patient has had a review of cancer care by GP practice	27%	28%	22%	23%	18%	23%



## 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	38%	49%	37%	44%	34%	40%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	83%	82%	83%	82%	81%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	70%	62%	68%	74%	67%	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	92%	93%	90%	93%	91%	92%
Q57. Administration of care was very good or good	91%	91%	86%	87%	87%	88%
Q58. Cancer research opportunities were discussed with patient	46%	47%	45%	45%	42%	45%
Q59. Patient's average rating of care scored from very poor to very good	9.1	9.1	9.1	9.0	9.0	9.1

## Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE		Long-term condition status		
	Yes	No	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	81%	74%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	74%	65%	69%

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%	95%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	88%	86%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	78%	79%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	84%	82%	82%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	96%	95%	95%

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%	84%	83%	83%
Q13. Patient was definitely told sensitively that they had cancer	77%	79%	77%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	81%	82%	76%	81%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	88%	87%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	90%	82%	86%

SUPPORT FROM A MAIN CONTACT PERSON		Long-term condition status		
	Yes	No	Not given	All
Q17. Patient had a main point of contact within the care team	93%	93%	89%	92%
Q18. Patient found it very or quite easy to contact their main contact person	85%	87%	89%	86%
Q19. Patient found advice from main contact person was very or quite helpful	97%	98%	95%	97%

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	87%	88%	82%	87%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	83%	87%	88%	84%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	88%	81%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	64%	69%	62%

## 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	73%	80%	78%	76%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	97%	96%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	93%	88%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	83%	84%	80%
Q29. Patient was offered information about how to get financial help or benefits	66%	77%	63%	69%

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	84%	82%	72%	83%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	75%	75%	73%	75%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	74%	79%	72%	76%
Q34. Patient was always able to get help from ward staff when needed	77%	81%	75%	78%
Q35. Patient was always able to discuss worries and fears with hospital staff	71%	74%	69%	72%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	85%	84%	85%
Q37. Patient was always treated with respect and dignity while in hospital	91%	90%	84%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	94%	86%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	85%	85%	83%

## Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	93%	94%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	88%	90%	89%	89%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	92%	93%	94%	92%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	86%	86%	*	86%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	86%	92%	92%	88%
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	90%	90%	89%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	84%	85%	93%	85%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	86%	91%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	85%	82%	*	84%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	82%	84%	69%	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	82%	84%	83%	83%

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	74%	80%	79%	76%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	73%	75%	70%	74%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	92%	84%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	62%	69%	70%	65%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	58%	64%	65%	60%

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%	68%	69%	65%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	54%	61%	56%	56%

CARE FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	48%	52%	47%	49%
Q52. Patient has had a review of cancer care by GP practice	22%	26%	23%	23%

## 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%	45%	36%	40%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	86%	77%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	67%	70%	69%	68%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	91%	94%	91%	92%
Q57. Administration of care was very good or good	88%	89%	88%	88%
Q58. Cancer research opportunities were discussed with patient	44%	44%	50%	45%
Q59. Patient's average rating of care scored from very poor to very good	9.0	9.2	9.1	9.1

## 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	79%	80%	76%	81%	74%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	65%	70%	74%	65%	69%

DIAGNOSTIC TESTS	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	94%	90%	93%	95%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	83%	80%	88%	86%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	76%	79%	78%	79%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	84%	80%	77%	84%	82%	82%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	92%	91%	96%	95%	95%

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	85%	81%	80%	84%	83%	83%
Q13. Patient was definitely told sensitively that they had cancer	77%	76%	77%	79%	77%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	82%	81%	77%	82%	76%	81%
Q15. Patient was definitely told about their diagnosis in an appropriate place	90%	85%	86%	88%	87%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	87%	83%	80%	90%	82%	86%

SUPPORT FROM A MAIN CONTACT PERSON	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q17. Patient had a main point of contact within the care team	95%	90%	92%	93%	89%	92%
Q18. Patient found it very or quite easy to contact their main contact person	87%	86%	82%	87%	89%	86%
Q19. Patient found advice from main contact person was very or quite helpful	97%	95%	97%	98%	95%	97%

## 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	89%	85%	85%	88%	82%	87%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	85%	79%	83%	87%	88%	84%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	87%	84%	84%	88%	81%	86%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	63%	57%	58%	64%	69%	62%

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	75%	72%	71%	80%	78%	76%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	95%	93%	97%	96%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	98%	98%	100%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	89%	89%	93%	88%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	78%	80%	78%	83%	84%	80%
Q29. Patient was offered information about how to get financial help or benefits	71%	65%	59%	77%	63%	69%

## 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	82%	84%	87%	82%	72%	83%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	74%	76%	74%	75%	73%	75%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	77%	74%	79%	72%	76%
Q34. Patient was always able to get help from ward staff when needed	75%	79%	77%	81%	75%	78%
Q35. Patient was always able to discuss worries and fears with hospital staff	71%	73%	70%	74%	69%	72%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	88%	81%	85%	84%	85%
Q37. Patient was always treated with respect and dignity while in hospital	92%	92%	87%	90%	84%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	90%	89%	94%	86%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	82%	81%	80%	85%	85%	83%

YOUR TREATMENT	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	94%	89%	93%	94%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	91%	86%	90%	89%	89%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	95%	91%	87%	93%	94%	92%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	83%	89%	87%	86%	*	86%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	88%	90%	92%	92%	88%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	90%	89%	90%	90%	89%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	86%	83%	85%	93%	85%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	88%	86%	79%	86%	91%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	82%	84%	93%	82%	*	84%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	88%	85%	84%	69%	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	82%	83%	80%	84%	83%	83%



## Number of long-term conditions tables

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

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	75%	73%	74%	80%	79%	76%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	75%	70%	76%	75%	70%	74%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	85%	85%	92%	84%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	65%	59%	60%	69%	70%	65%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	60%	56%	58%	64%	65%	60%

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	63%	65%	61%	68%	69%	65%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	53%	56%	52%	61%	56%	56%

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	50%	48%	41%	52%	47%	49%
Q52. Patient has had a review of cancer care by GP practice	21%	22%	25%	26%	23%	23%

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	39%	43%	35%	45%	36%	40%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	81%	81%	86%	77%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	67%	69%	66%	70%	69%	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	92%	89%	91%	94%	91%	92%
Q57. Administration of care was very good or good	88%	89%	88%	89%	88%	88%
Q58. Cancer research opportunities were discussed with patient	46%	46%	40%	44%	50%	45%
Q59. Patient's average rating of care scored from very poor to very good	9.0	9.0	8.9	9.2	9.1	9.1

## Year on year charts

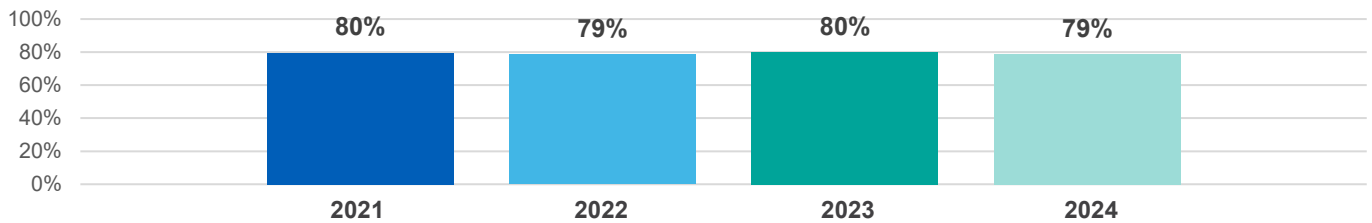
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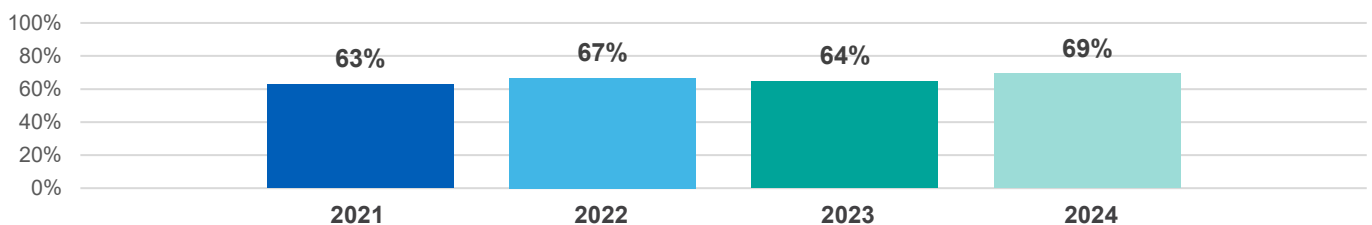
The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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

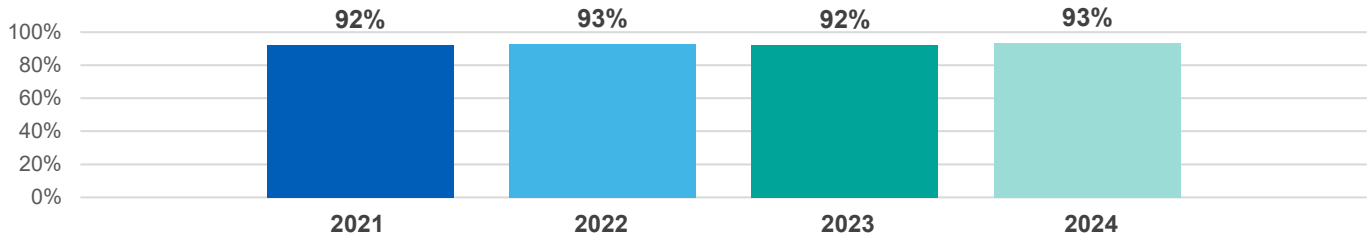


Q3. Referral for diagnosis was explained in a way the patient could completely understand

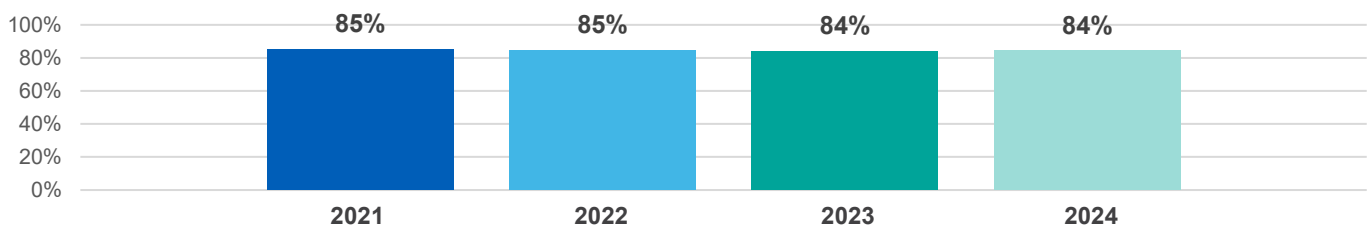


### DIAGNOSTIC TESTS

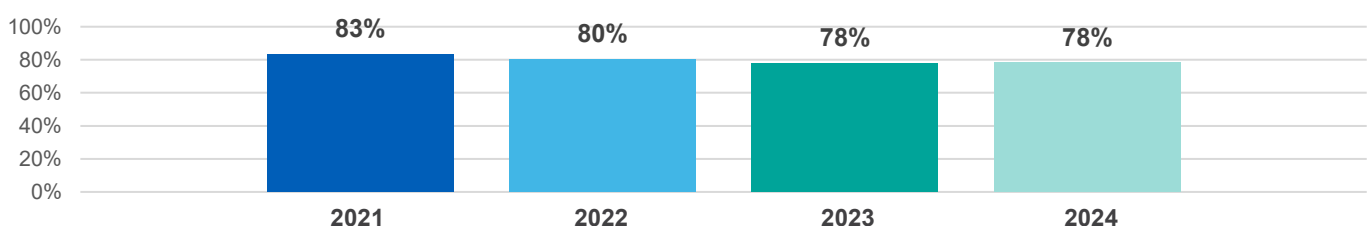
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



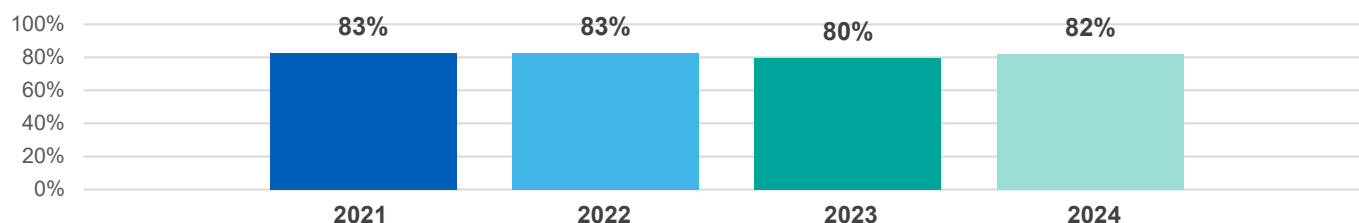
## Year on year charts

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

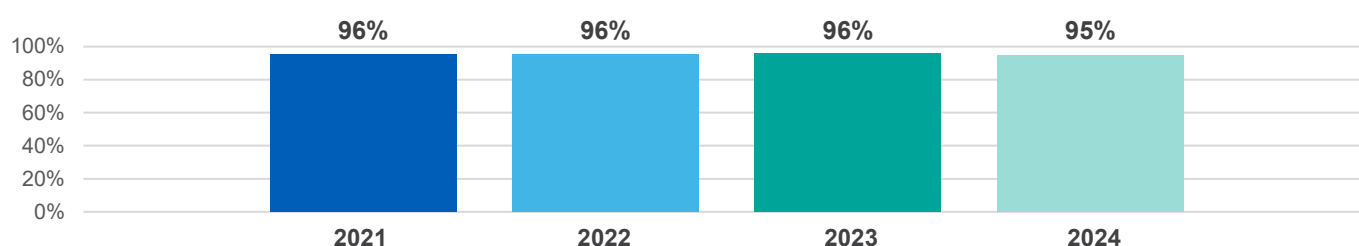
- No score available.

The scores are unadjusted and based on England scores only.

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

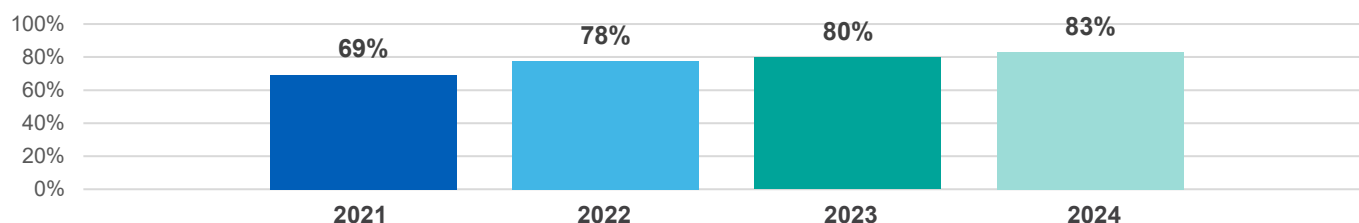


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

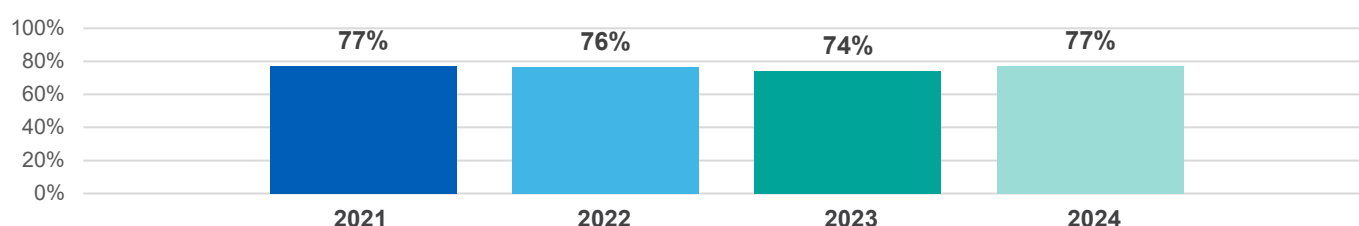


### FINDING OUT THAT YOU HAD CANCER

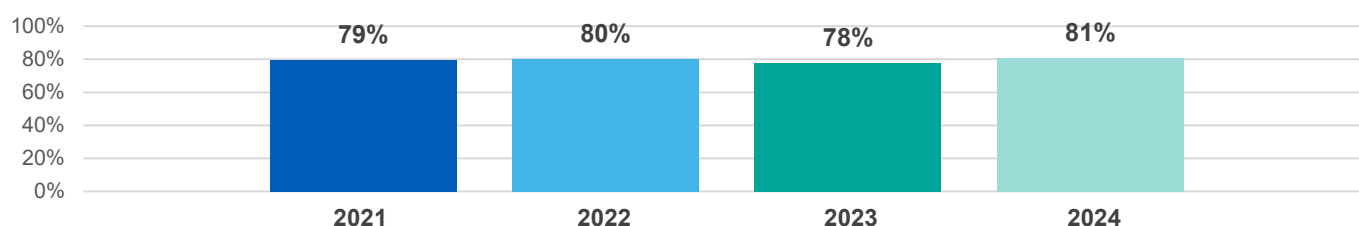
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



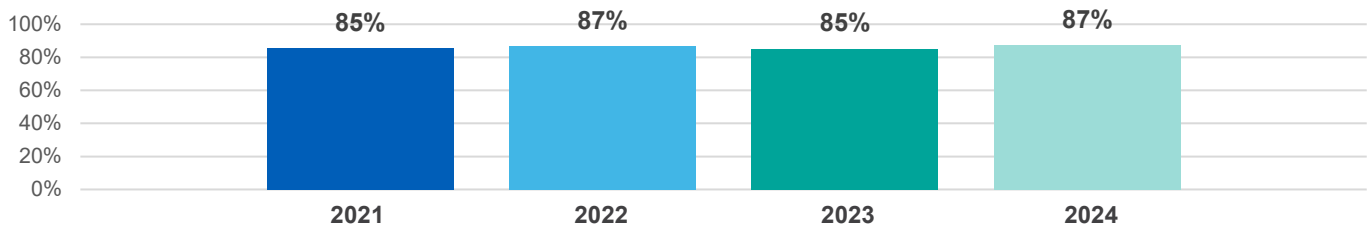
## Year on year charts

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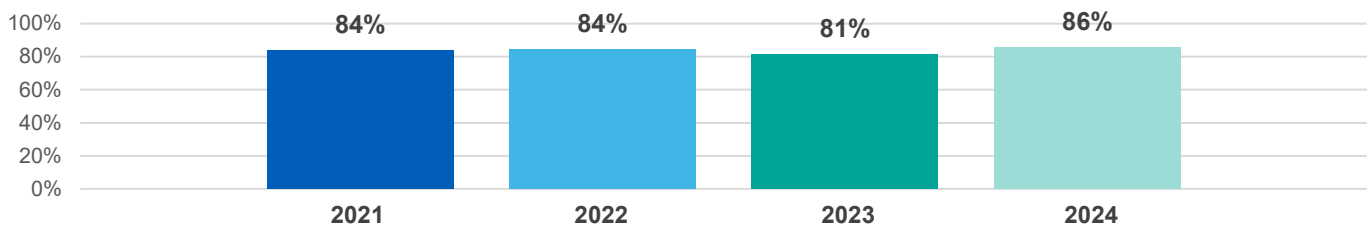
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The scores are unadjusted and based on England scores only.

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

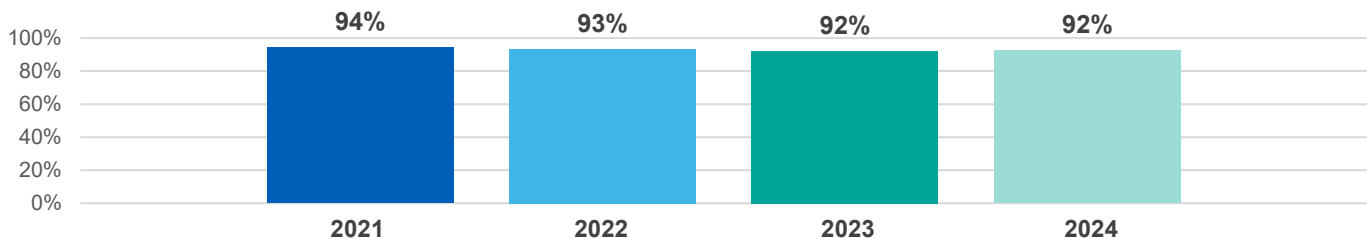


Q16. Patient was told they could go back later for more information about their diagnosis

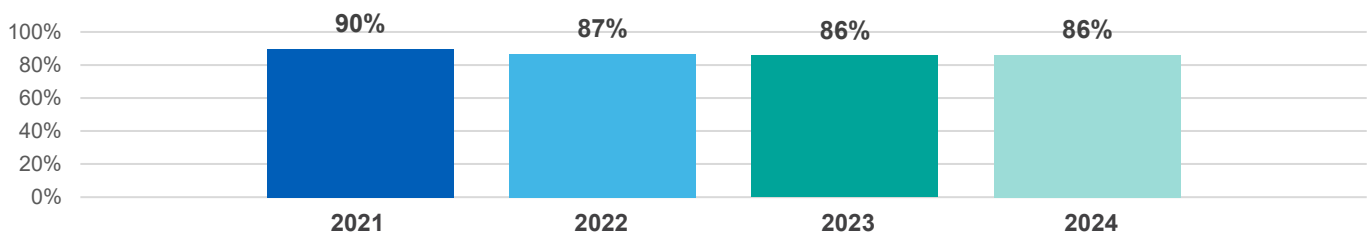


### SUPPORT FROM A MAIN CONTACT PERSON

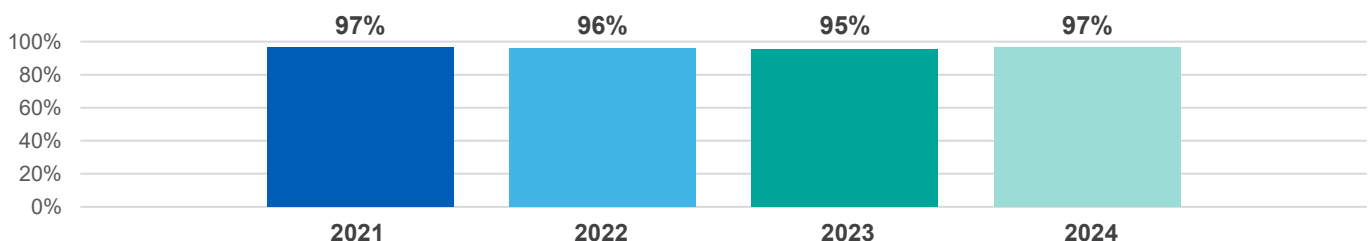
Q17. Patient had a main point of contact within the care team



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



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



## Year on year charts

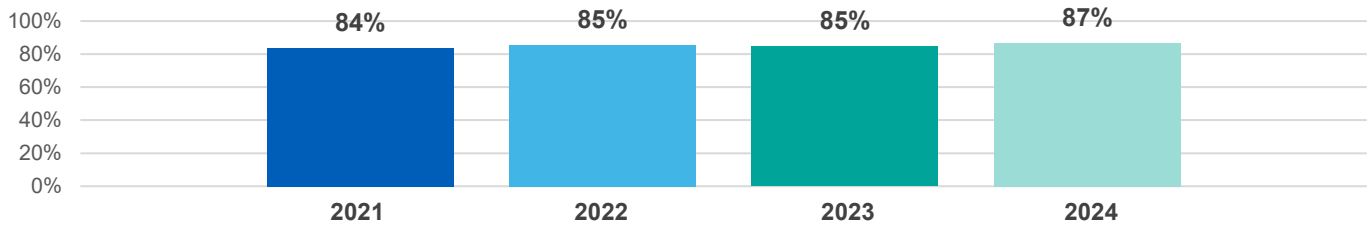
\* Indicates where a score is not available due to suppression or a low base size.

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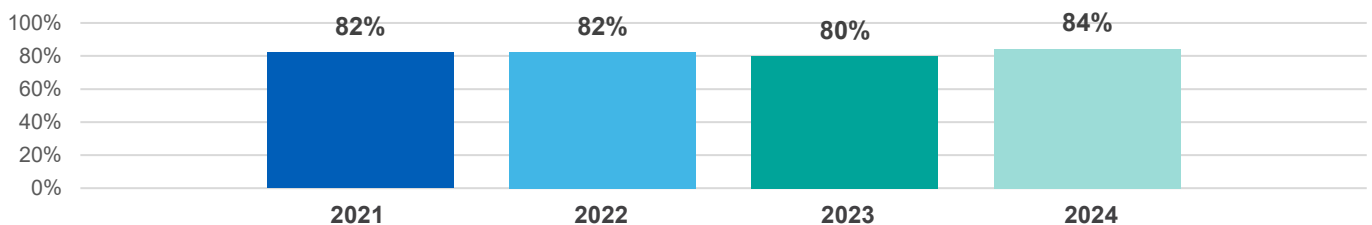
The scores are unadjusted and based on England scores only.

### DECIDING ON THE BEST TREATMENT

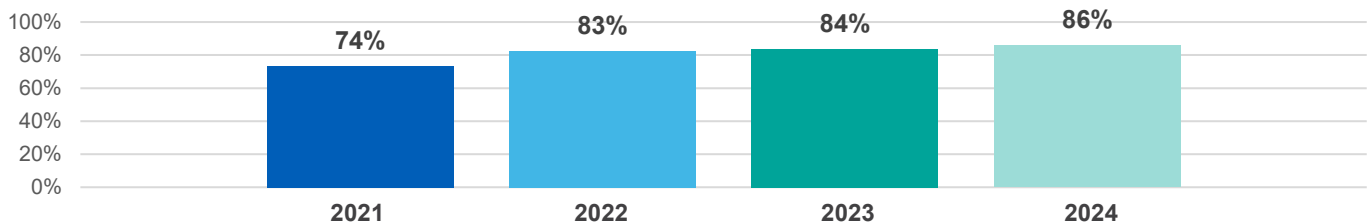
Q20. Treatment options were explained in a way the patient could completely understand



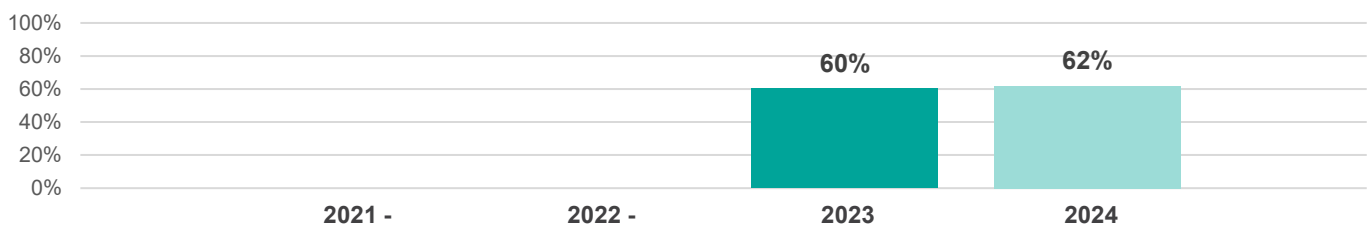
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

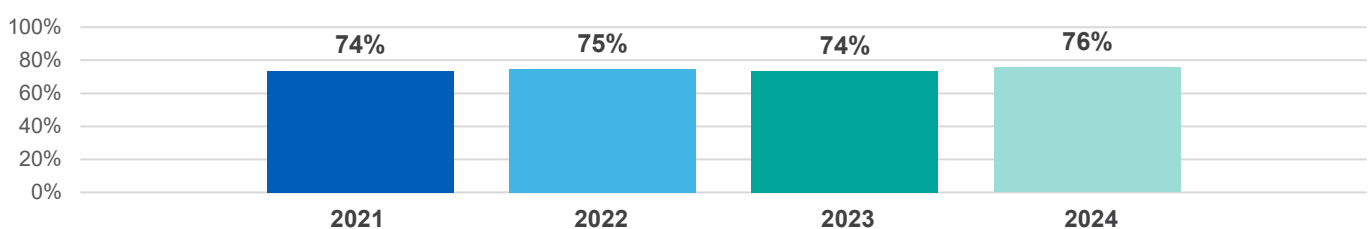


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



### CARE PLANNING

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



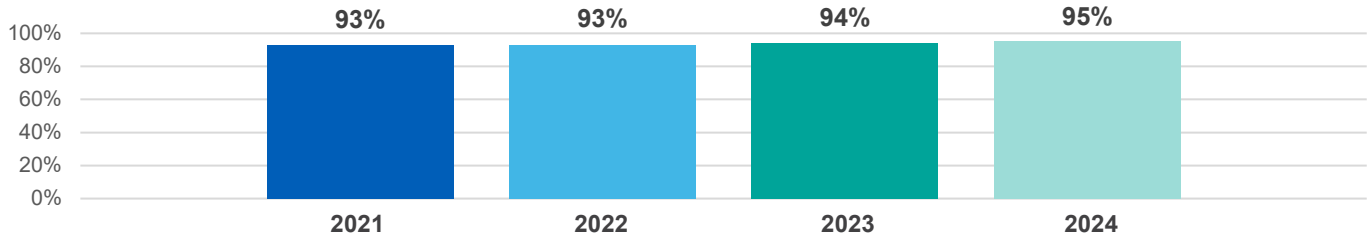
## Year on year charts

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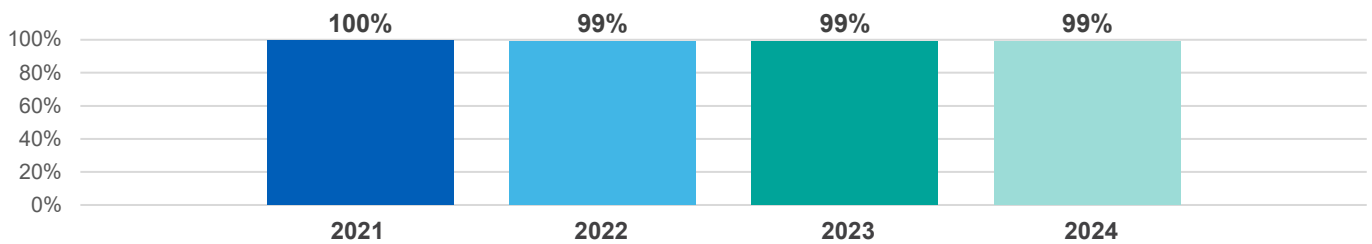
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The scores are unadjusted and based on England scores only.

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

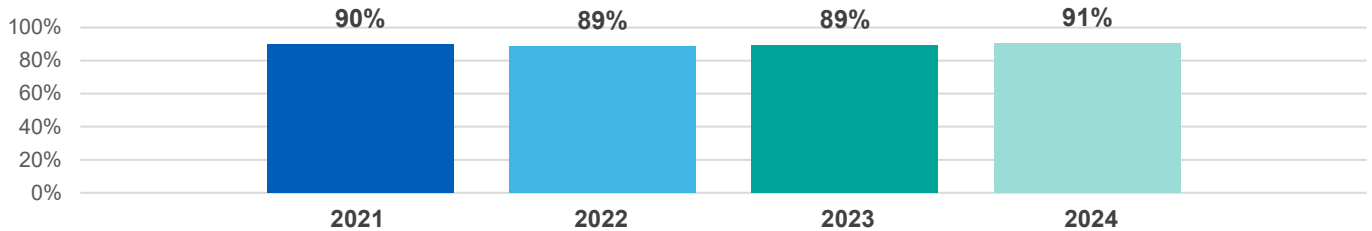


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

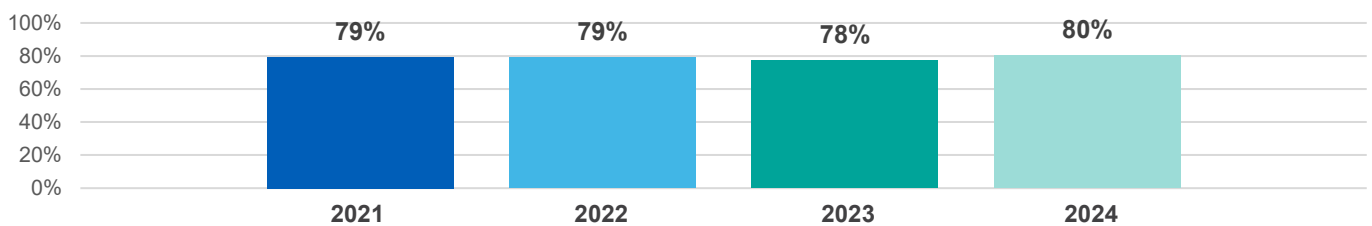


### SUPPORT FROM HOSPITAL STAFF

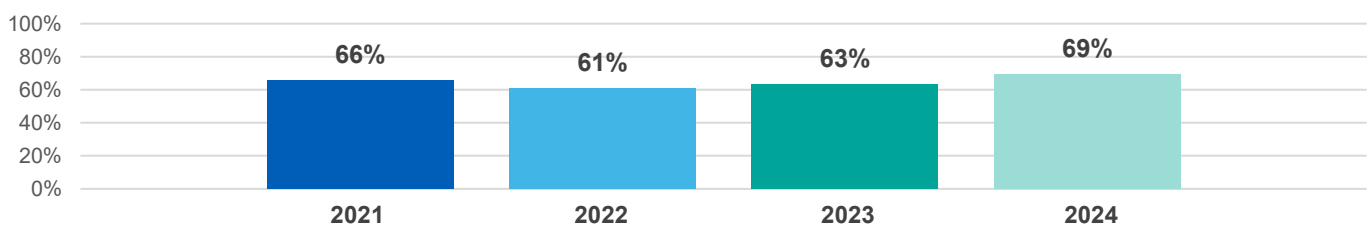
Q27. Staff provided the patient with relevant information on available support



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



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



## Year on year charts

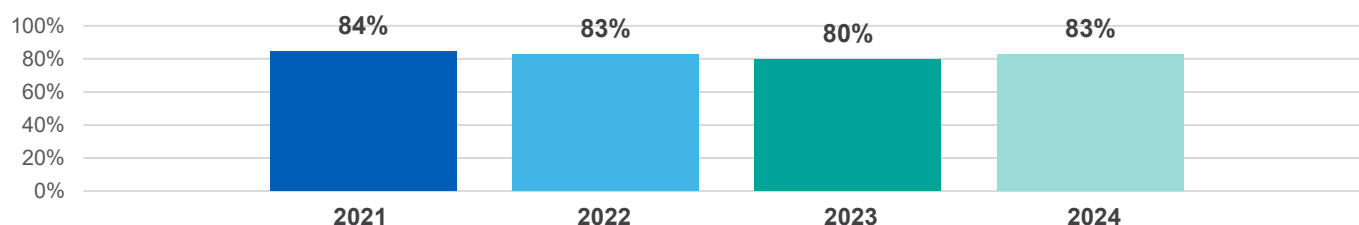
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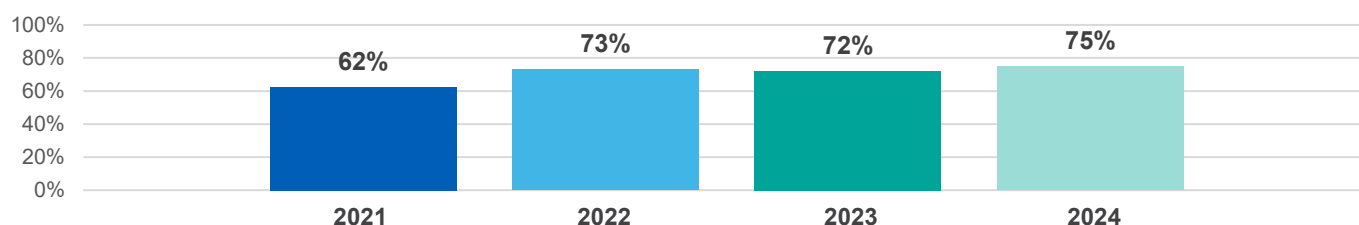
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### HOSPITAL CARE

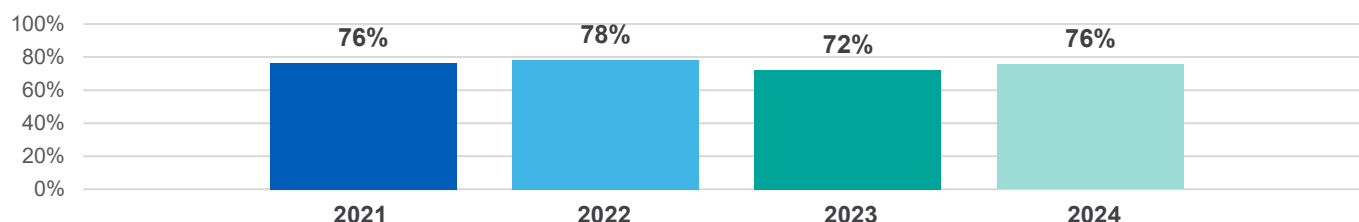
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



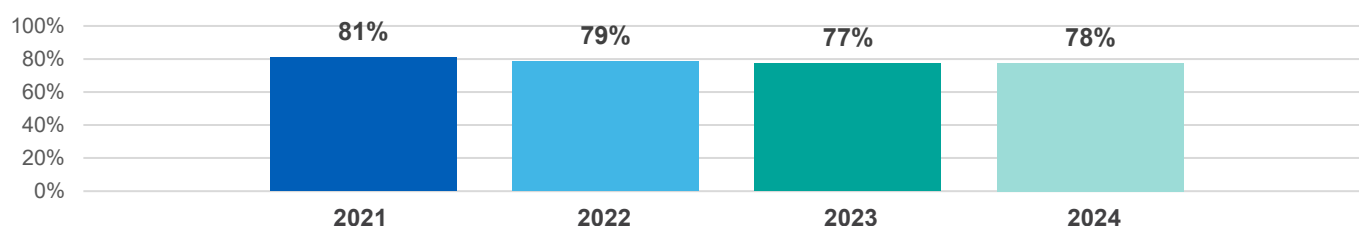
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



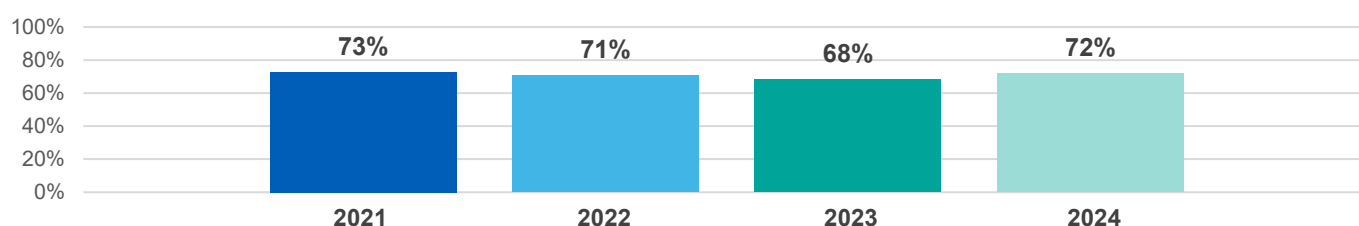
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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





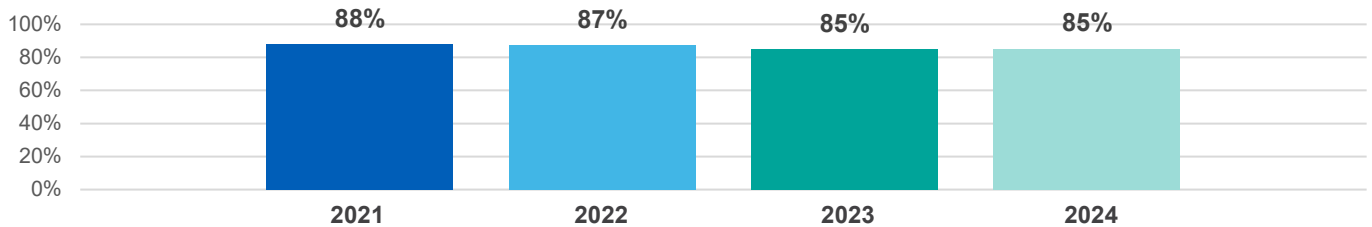
## Year on year charts

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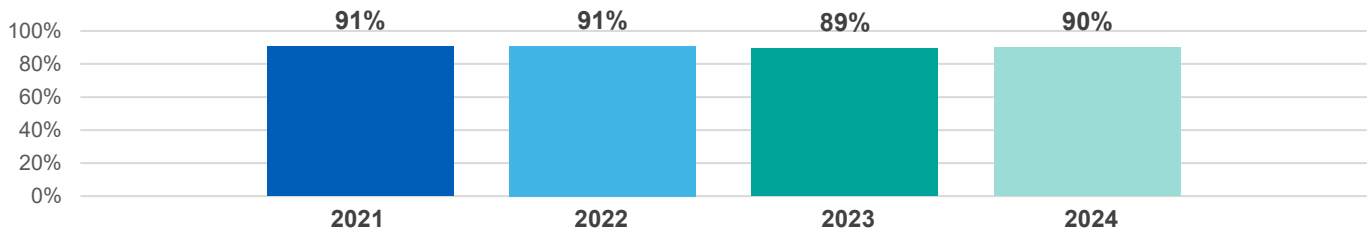
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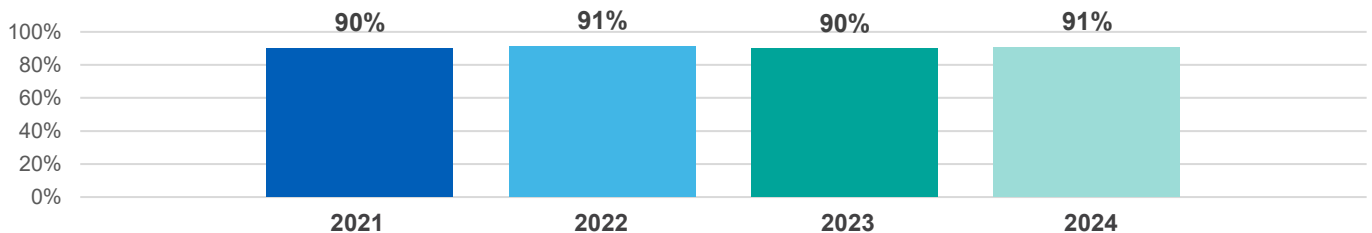
Q36. Hospital staff always did everything they could to help the patient control pain



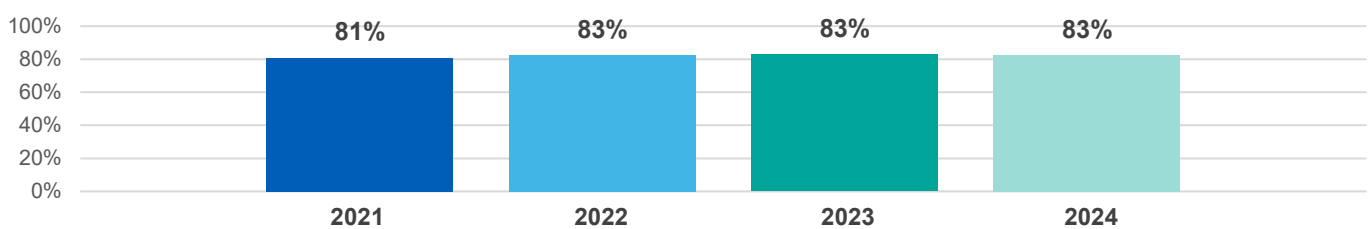
Q37. Patient was always treated with respect and dignity while in hospital



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

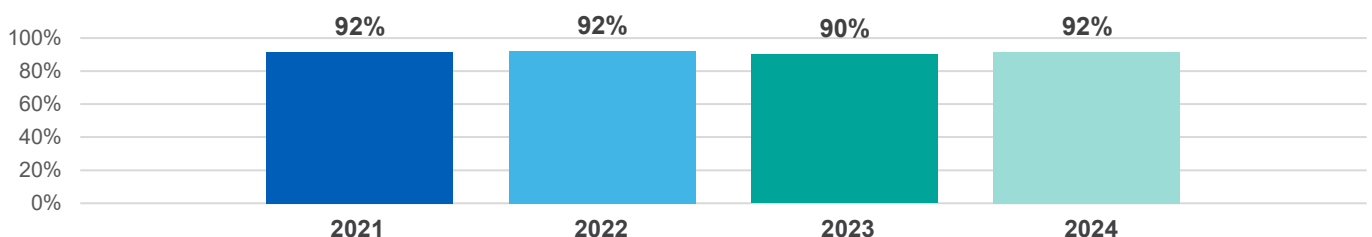


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



## YOUR TREATMENT

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



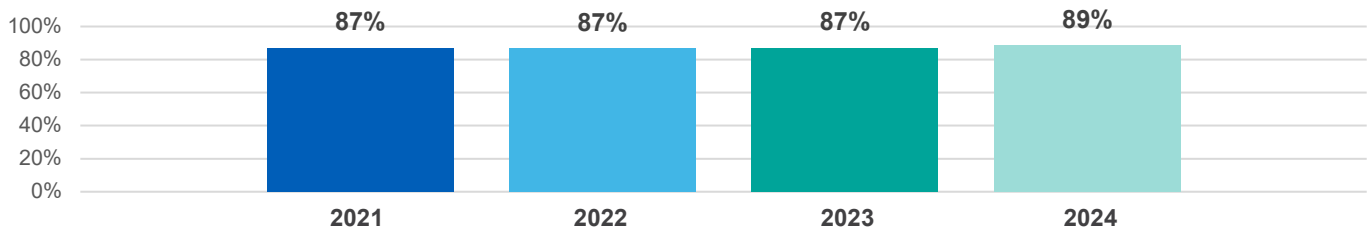
## Year on year charts

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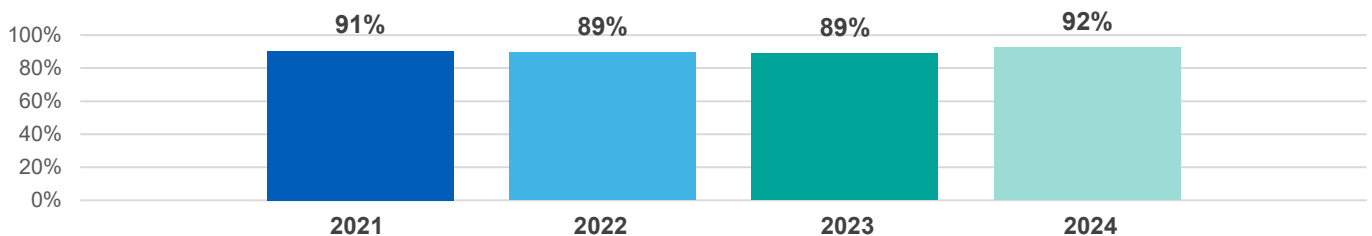
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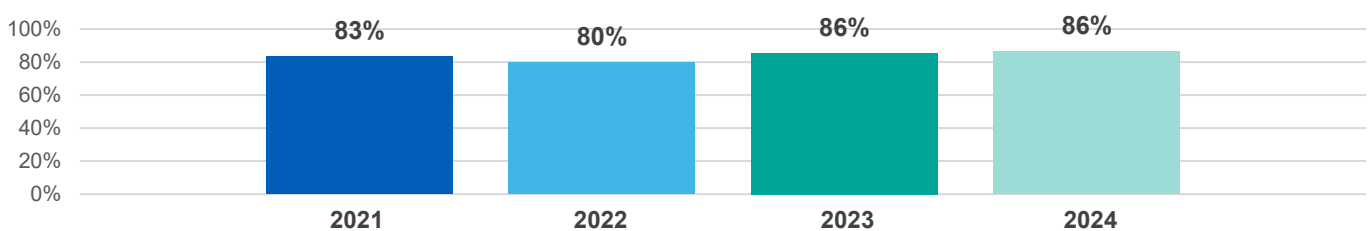
Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy



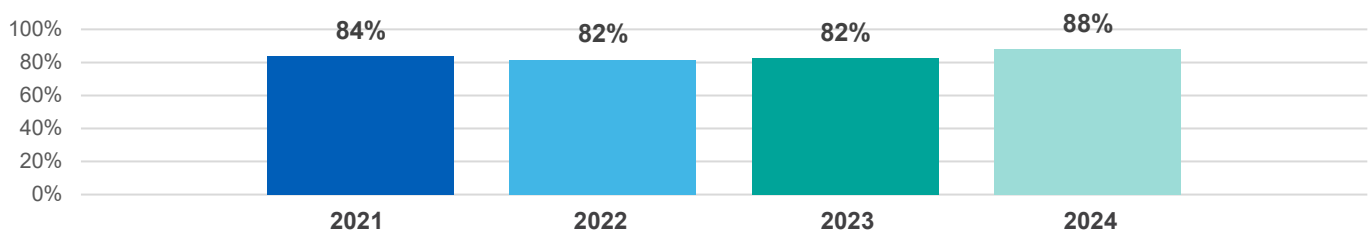
Q41\_3. Beforehand patient completely had enough understandable information about radiotherapy



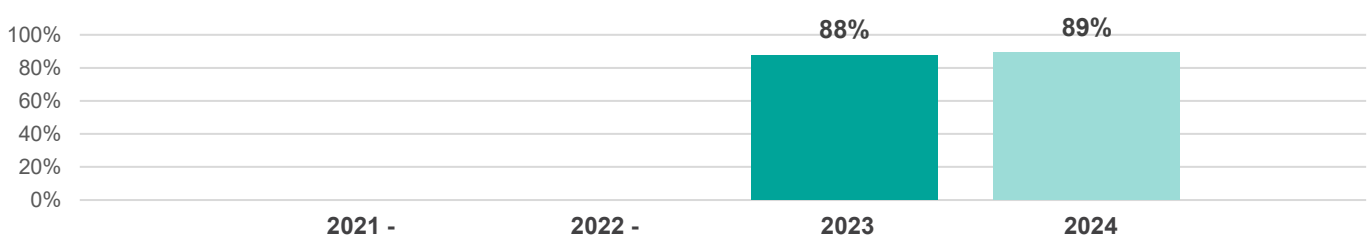
Q41\_4. Beforehand patient completely had enough understandable information about hormone therapy



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



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



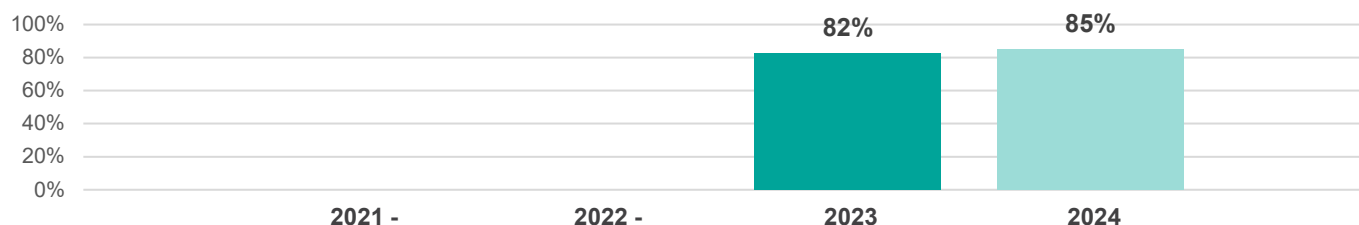
## Year on year charts

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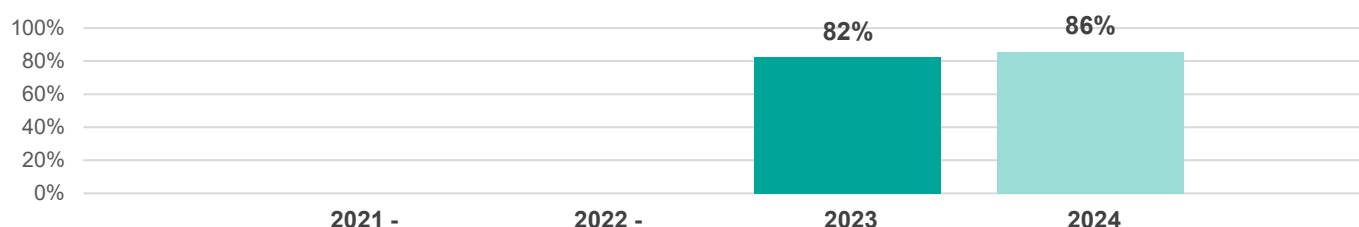
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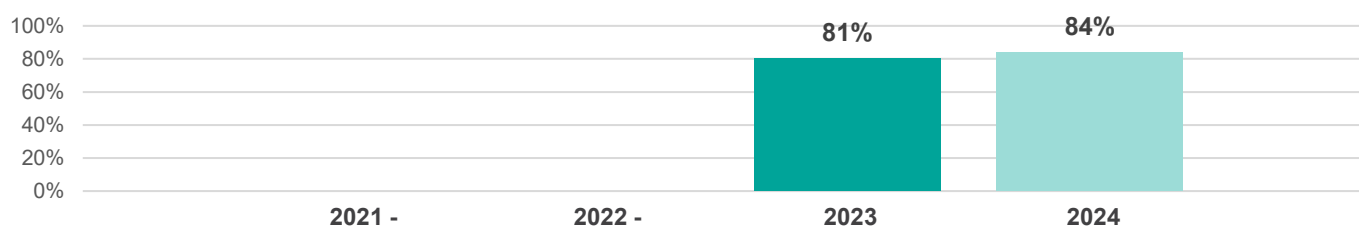
Q42\_2. Patient completely had enough understandable information about their response to chemotherapy



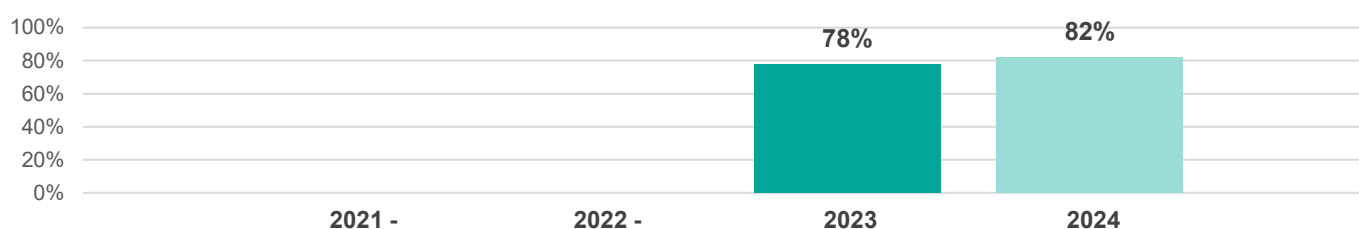
Q42\_3. Patient completely had enough understandable information about their response to radiotherapy



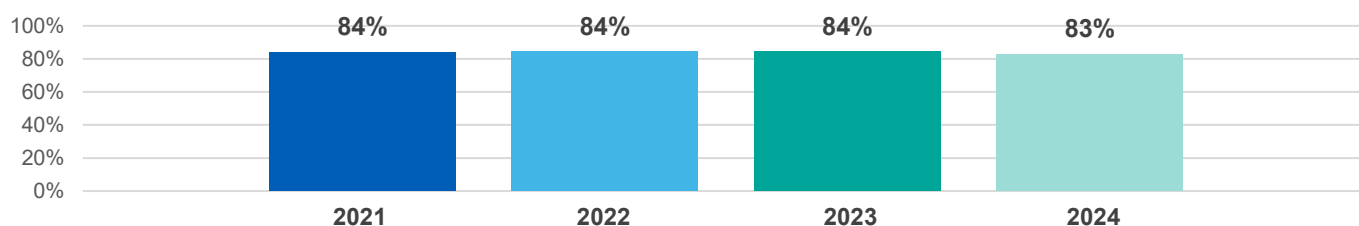
Q42\_4. Patient completely had enough understandable information about their response to hormone therapy



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



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



## Year on year charts

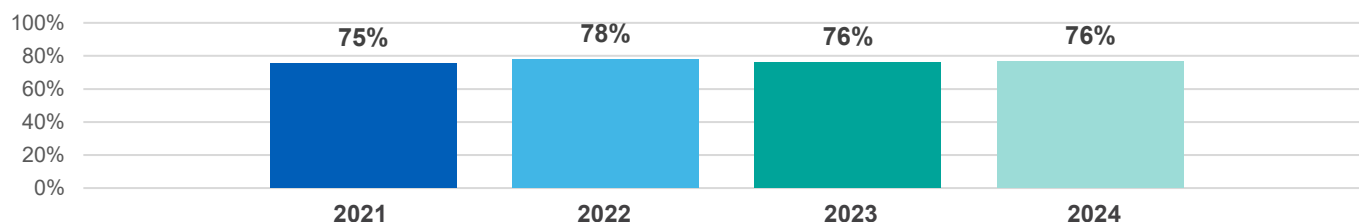
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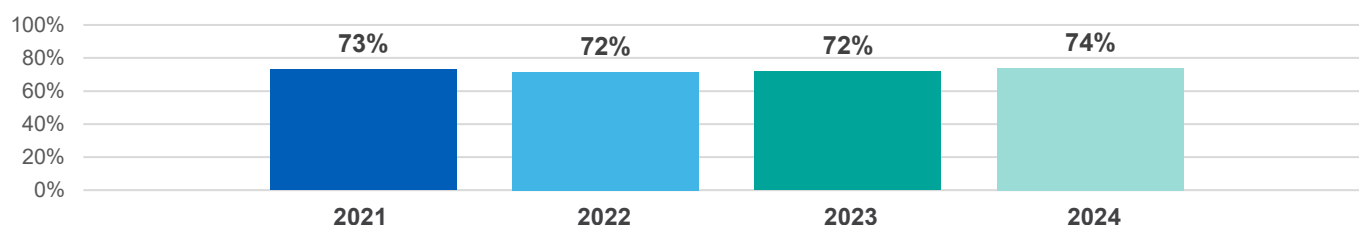
The scores are unadjusted and based on England scores only.

### IMMEDIATE AND LONG-TERM SIDE EFFECTS

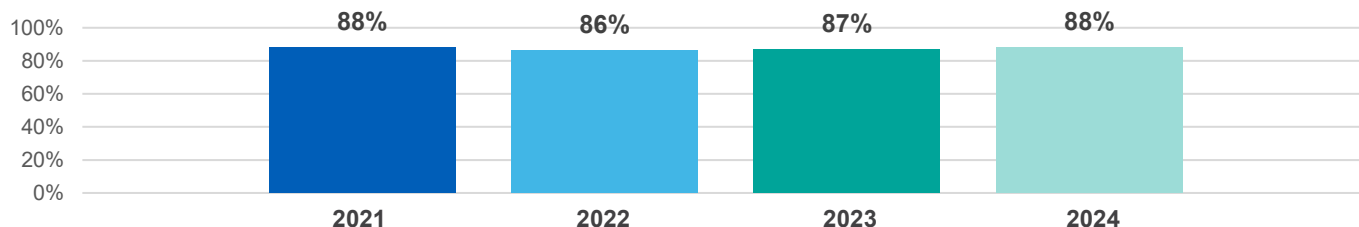
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



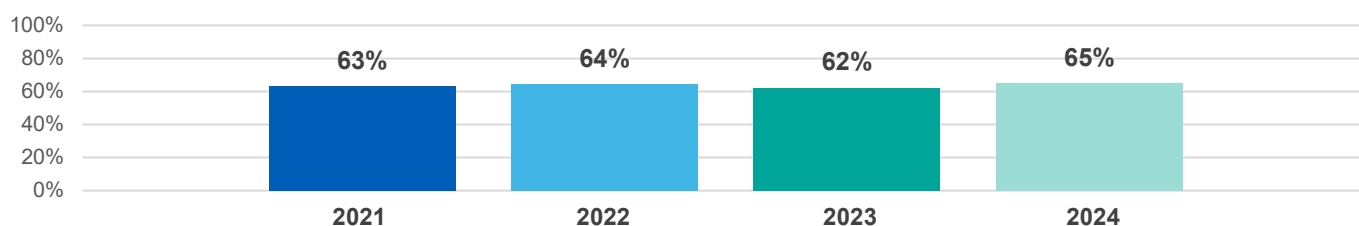
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



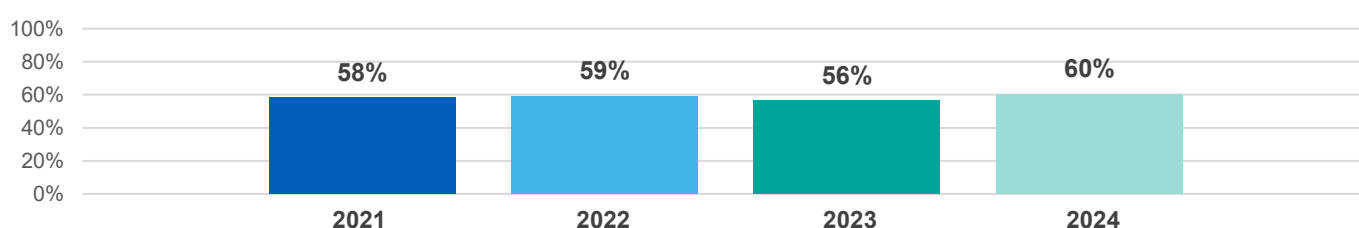
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



## Year on year charts

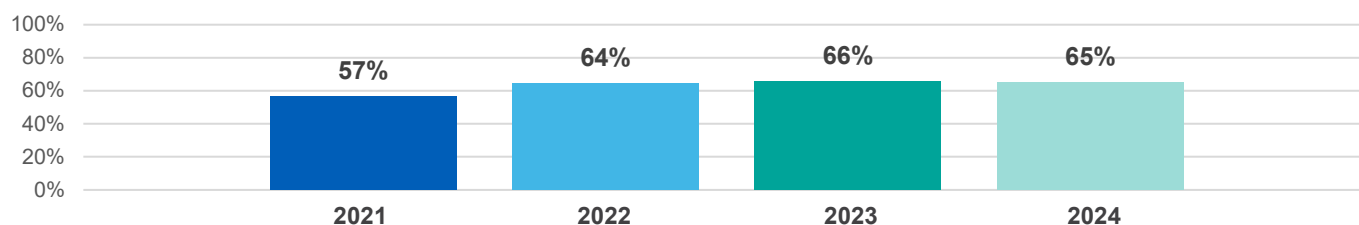
\* Indicates where a score is not available due to suppression or a low base size.

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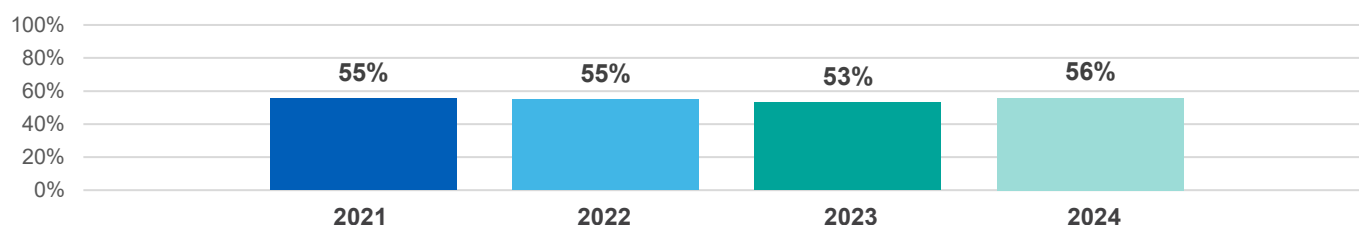
The scores are unadjusted and based on England scores only.

### SUPPORT WHILE AT HOME

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

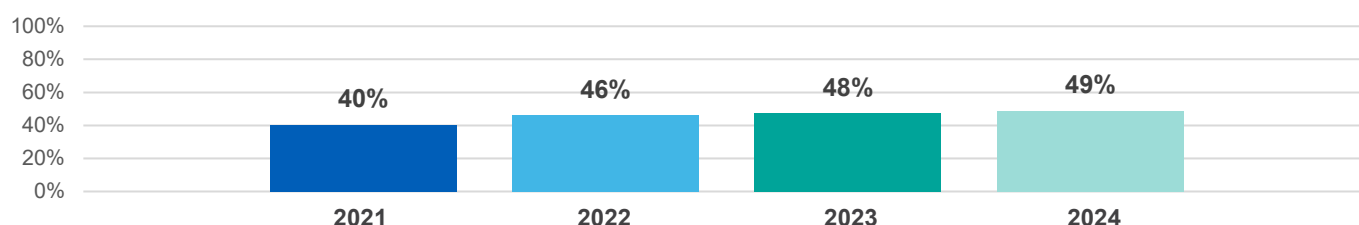


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

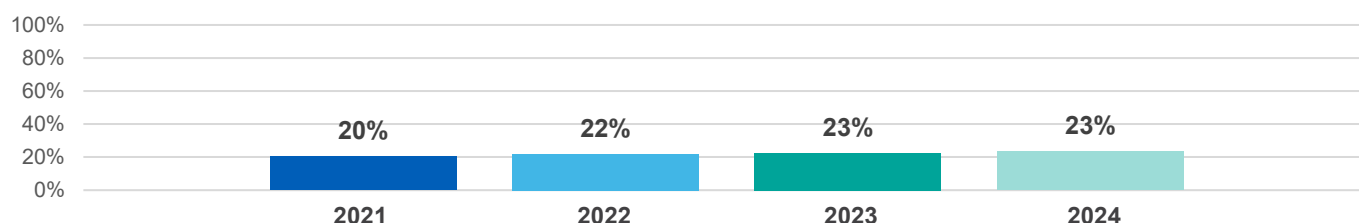


### CARE FROM YOUR GP PRACTICE

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

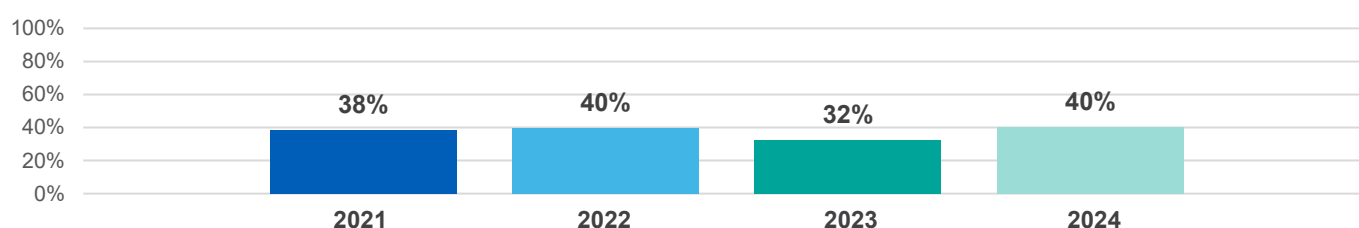


Q52. Patient has had a review of cancer care by GP practice



### LIVING WITH AND BEYOND CANCER

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



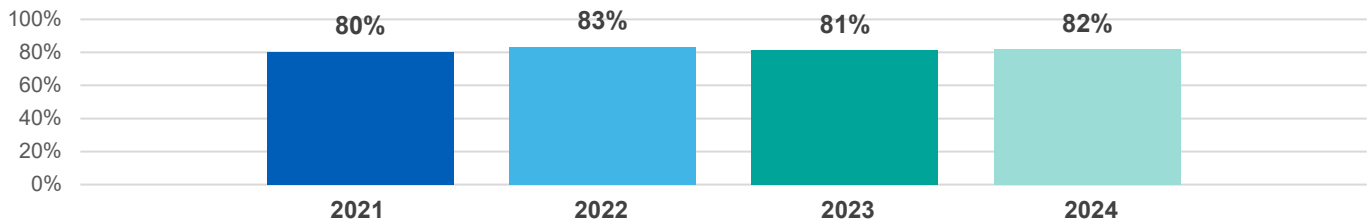
## Year on year charts

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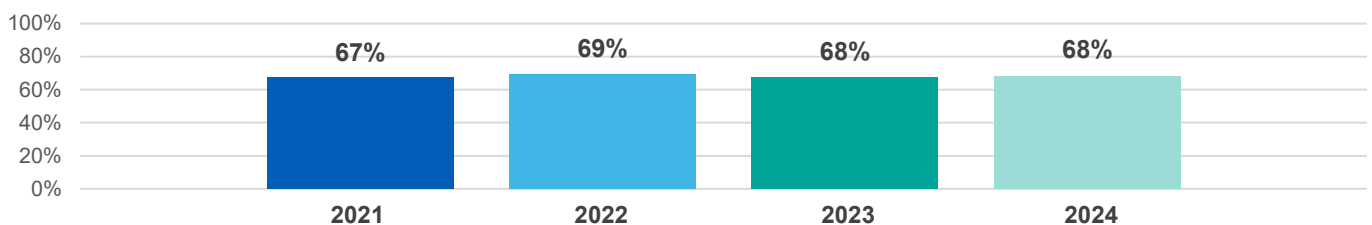
- No score available.

The scores are unadjusted and based on England scores only.

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

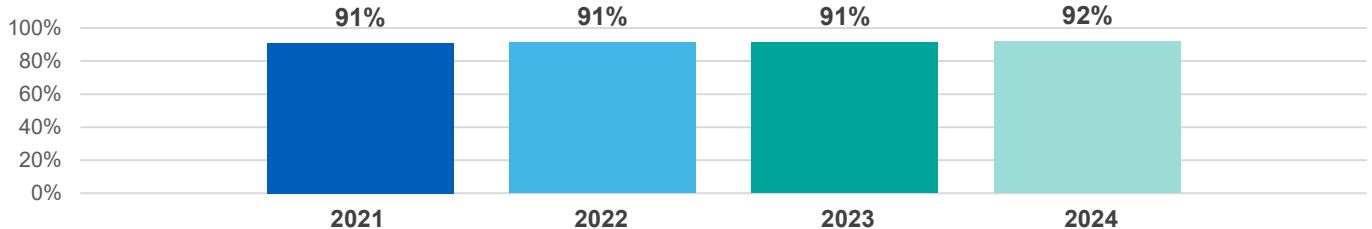


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

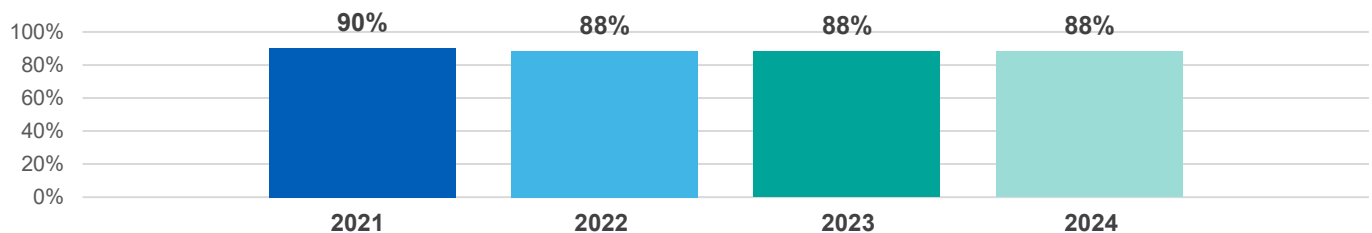


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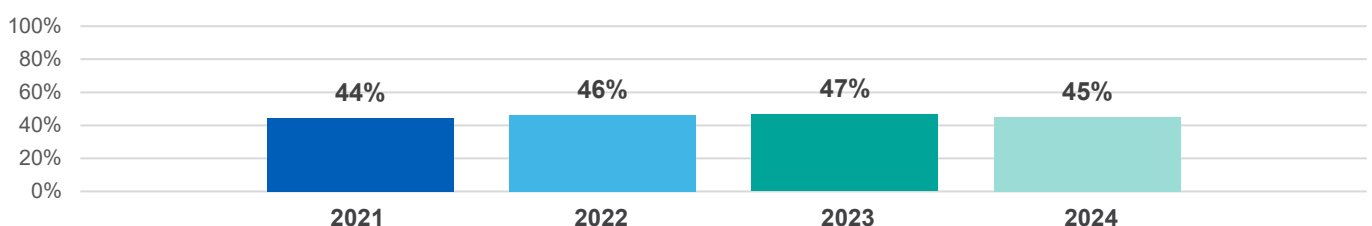
Q56. The whole care team worked well together



Q57. Administration of care was very good or good

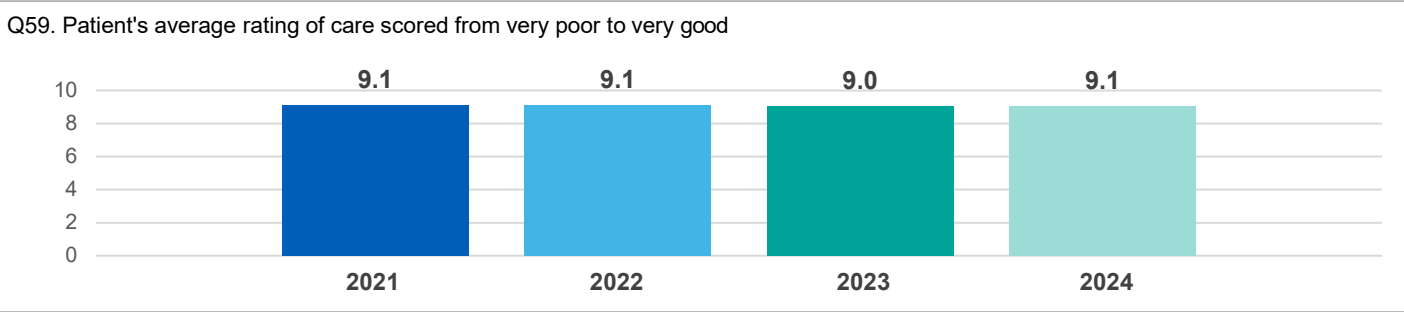


Q58. Cancer research opportunities were discussed with patient



Year on year charts

\* 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.



## 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	
REM	Liverpool University Hospitals NHS Foundation Trust	39	22
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	36	21
RBN	Mersey and West Lancashire Teaching Hospitals NHS Trust	55	6
REP	Liverpool Women's NHS Foundation Trust	1 48	5
RJN	East Cheshire NHS Trust	56	3
RBL	Wirral University Teaching Hospital NHS Foundation Trust	3 56	2
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	2 59	
RJR	Countess of Chester Hospital NHS Foundation Trust	3 58	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	5 56	
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	5 56	

