

# **National Cancer Patient Experience Survey**

2024 Results

## **NHS Hertfordshire and West Essex Integrated Care Board**

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## Executive summary

### Questions above expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q07. Patient felt the length of time waiting for diagnostic test results was about right	80%	75%	80%	78%

## Executive summary

### Questions below expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	<b>87%</b>	88%	92%	<b>90%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	<b>54%</b>	57%	65%	<b>61%</b>
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	<b>58%</b>	59%	67%	<b>63%</b>

## Introduction

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

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

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

## Methodology

### Eligibility, fieldwork and survey methods

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

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

### Note on question comparability

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

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

### How 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

1,580 patients responded out of a total of 3,178 patients, resulting in a response rate of 50%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	3,378	3,178	1,580	50%
National	135,429	127,021	64,055	50%

### Respondents by survey type

	Number of respondents
Paper	1,183
Online	396
Phone	1
Translation service	0
<b>Total</b>	<b>1,580</b>

### Respondents by tumour group

	Number of respondents
Brain / CNS	6
Breast	319
Colorectal / LGT	157
Gynaecological	95
Haematological	187
Head and neck	52
Lung	112
Prostate	142
Sarcoma	13
Skin	81
Upper gastro	90
Urological	130
Other	196
<b>Total</b>	<b>1,580</b>

## Respondents by ethnicity

	Number of respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	1,296
Irish	25
Gypsy or Irish Traveller	*
Roma	*
Any other White background	54
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	5
White and Black African	*
White and Asian	5
Any other Mixed / multiple ethnic background	8
<b>Asian or Asian British</b>	
Indian	27
Pakistani	*
Bangladeshi	*
Chinese	11
Any other Asian background	13
<b>Black / African / Caribbean / Black British</b>	
African	19
Caribbean	10
Any other Black / African / Caribbean background	*
<b>Other Ethnic Group</b>	
Arab	*
Any other ethnic group	9
<b>Not given</b>	
Not given	84
<b>Total</b>	<b>1,580</b>

## Expected range charts

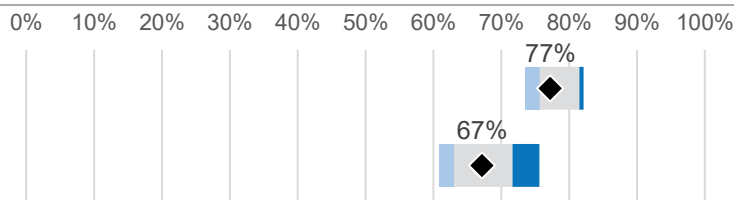
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

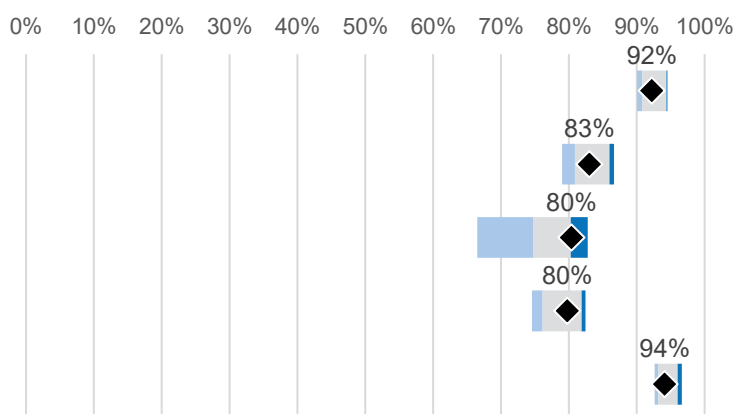
Q5. Patient received all the information needed about the diagnostic test in advance

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

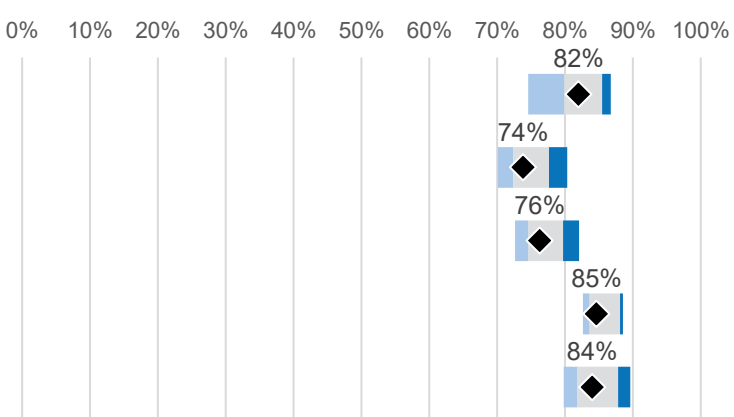
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

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

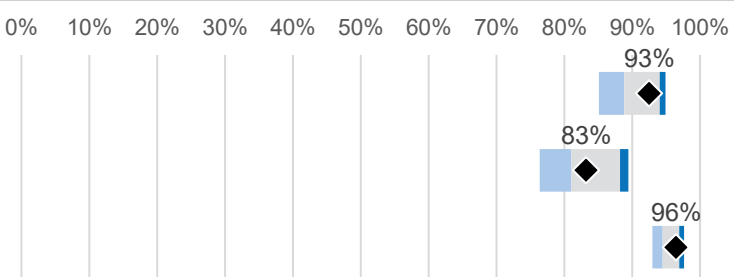


### SUPPORT FROM A MAIN CONTACT PERSON

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

83%

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

80%

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

84%

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

54%

### 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

70%

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

98%

### 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

92%

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

76%

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

73%

### 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

80%

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

72%

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

73%

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

73%

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

63%

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

84%

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

87%



## Expected range charts

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

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

### HOSPITAL CARE CONTINUED

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

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

87%

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

78%

### YOUR TREATMENT

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

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

87%

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

84%

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

87%

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

79%

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

81%

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

87%

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

82%

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

82%

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

75%

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

80%

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

76%

### IMMEDIATE AND LONG-TERM SIDE EFFECTS

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

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

73%

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

70%

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

86%

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

54%

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

51%

## Expected range charts

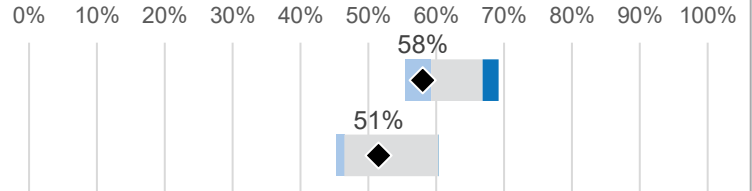
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

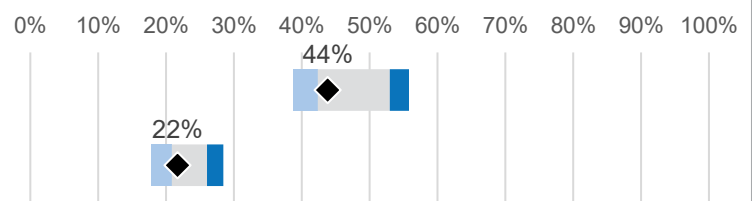
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services



### 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

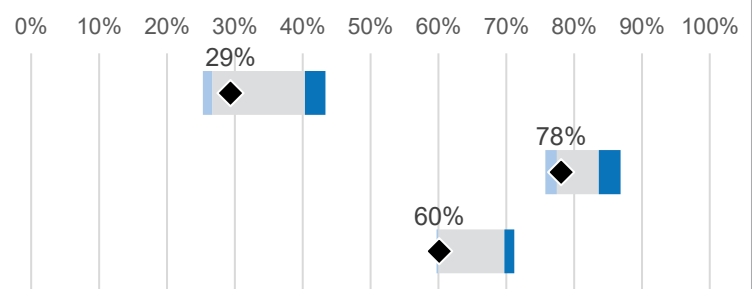


### LIVING WITH AND BEYOND CANCER

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



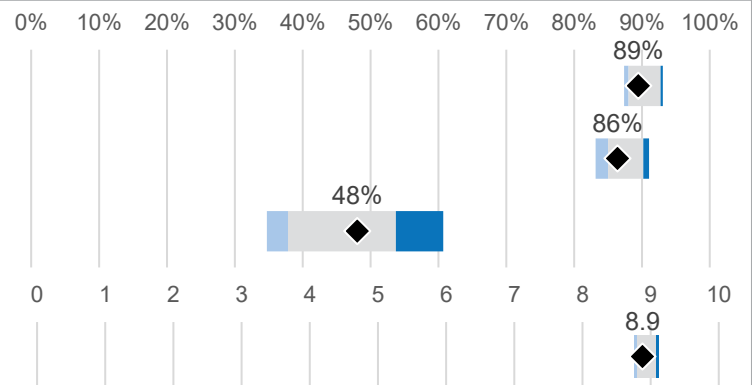
### YOUR OVERALL NHS CARE

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	689	78%	754	77%			77%	76%	82%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	933	66%	1034	67%		▲	67%	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	1121	93%	1223	92%			92%	91%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1173	81%	1287	83%			83%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1190	79%	1294	79%		▼	80%	75%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	1188	78%	1297	79%		▲	80%	76%	82%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1191	95%	1294	94%			94%	93%	96%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1327	76%	1422	81%	▲	▲	82%	80%	85%	83%
Q13. Patient was definitely told sensitively that they had cancer	1442	72%	1548	72%			74%	72%	78%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1438	76%	1557	76%			76%	75%	80%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1442	85%	1552	84%			85%	84%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	1273	82%	1373	83%		▲	84%	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	1401	91%	1506	92%			93%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	1190	83%	1302	83%			83%	81%	88%	85%
Q19. Patient found advice from main contact person was very or quite helpful	1229	95%	1331	96%		▲	96%	94%	97%	96%

## Comparability tables

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




DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	1334	80%	1471	83%	▲		83%	80%	86%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1415	76%	1539	79%	▲		80%	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	1229	81%	1362	84%		▲	84%	82%	87%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	803	53%	841	53%			54%	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	1278	71%	1398	69%			70%	69%	77%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	743	93%	822	94%		▲	95%	92%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	571	99%	651	98%			98%	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	1171	90%	1309	92%		▲	92%	90%	95%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1428	72%	1546	75%		▲	76%	74%	81%	78%
Q29. Patient was offered information about how to get financial help or benefits	758	72%	784	73%		▲	73%	66%	78%	72%



## 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

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	654	75%	683	79%			80%	75%	81%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	527	61%	556	71%	▲	▲	72%	67%	75%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	648	63%	668	72%	▲		73%	68%	75%	72%
Q34. Patient was always able to get help from ward staff when needed	637	65%	667	71%	▲		73%	71%	77%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	629	58%	645	62%			63%	61%	70%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	573	80%	603	83%			84%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	656	83%	677	87%			87%	85%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	639	86%	663	87%			87%	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	1248	76%	1326	77%		▲	78%	76%	84%	80%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	792	86%	900	87%			87%	88%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	721	84%	740	83%			84%	84%	89%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	397	84%	452	87%			87%	86%	92%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	216	82%	240	78%		▲	79%	75%	85%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	297	80%	347	80%			81%	80%	88%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	777	82%	887	86%	▲		87%	85%	89%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	722	78%	730	81%			82%	79%	85%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	394	80%	451	81%			82%	81%	88%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	211	77%	238	74%			75%	71%	82%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	288	75%	346	79%			80%	77%	85%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1384	72%	1529	75%		▲	76%	73%	86%	79%

## Comparability tables

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

- No score available.

▲ or ▼

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

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

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

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	1349	70%	1484	73%			73%	72%	77%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1285	65%	1431	69%			70%	67%	75%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1055	85%	1150	86%			86%	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	1285	53%	1404	53%			54%	57%	65%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1103	49%	1225	50%			51%	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	955	56%	1067	57%		▲	58%	59%	67%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	537	50%	569	51%		▲	51%	46%	60%	53%

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	808	41%	872	44%		▲	44%	42%	53%	48%
Q52. Patient has had a review of cancer care by GP practice	1389	23%	1487	21%		▲	22%	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	318	29%	347	29%			29%	27%	40%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	649	78%	735	78%			78%	77%	84%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1122	57%	1226	59%			60%	60%	70%	65%

## Comparability tables

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

▲ or ▼

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

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



Adjusted score below lower expected range



Adjusted score between upper and lower expected ranges



Adjusted score above upper expected range

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	1376	88%	1481	89%			89%	88%	93%	90%
Q57. Administration of care was very good or good	1429	83%	1543	86%			86%	85%	90%	88%
Q58. Cancer research opportunities were discussed with patient	890	47%	953	47%		▲	48%	38%	54%	46%
Q59. Patient's average rating of care scored from very poor to very good	1406	8.8	1514	8.8			8.9	8.8	9.1	8.9



## Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	93%	76%	77%	51%	78%	81%	86%	67%	91%	63%	69%	69%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	82%	71%	71%	53%	55%	52%	71%	50%	83%	54%	60%	69%	67%

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	*	92%	95%	94%	89%	85%	92%	97%	83%	94%	87%	88%	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	88%	85%	84%	79%	83%	83%	88%	67%	80%	68%	79%	83%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	78%	86%	83%	81%	81%	73%	77%	67%	78%	78%	80%	75%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	84%	81%	83%	78%	77%	73%	86%	75%	84%	68%	73%	77%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	97%	93%	94%	91%	96%	95%	96%	83%	97%	87%	92%	92%	94%

FINDING OUT THAT YOU HAD CANCER						Tumour group								
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	87%	81%	81%	77%	84%	83%	71%	73%	79%	85%	75%	82%	81%
Q13. Patient was definitely told sensitively that they had cancer	*	79%	72%	73%	68%	67%	72%	74%	62%	78%	69%	68%	70%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	84%	82%	75%	66%	66%	71%	80%	69%	80%	67%	74%	73%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	90%	84%	77%	78%	84%	86%	84%	77%	89%	73%	86%	82%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	90%	82%	82%	80%	81%	80%	90%	92%	96%	75%	74%	78%	83%

## Tumour group tables

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

SUPPORT FROM A MAIN CONTACT PERSON							Tumour group							
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q17. Patient had a main point of contact within the care team	*	97%	94%	96%	92%	92%	93%	89%	92%	91%	97%	80%	91%	92%
Q18. Patient found it very or quite easy to contact their main contact person	*	83%	84%	91%	83%	90%	89%	72%	58%	87%	76%	78%	84%	83%
Q19. Patient found advice from main contact person was very or quite helpful	*	97%	98%	99%	96%	100%	97%	95%	100%	90%	93%	97%	97%	96%

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	*	85%	83%	87%	78%	91%	82%	81%	100%	93%	74%	77%	84%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	77%	82%	78%	74%	74%	85%	86%	92%	90%	76%	79%	77%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	84%	84%	84%	78%	79%	86%	90%	91%	86%	78%	85%	84%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	56%	54%	47%	53%	45%	55%	56%	60%	58%	52%	51%	47%	53%

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	*	76%	68%	71%	66%	69%	70%	73%	54%	80%	57%	63%	65%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	94%	99%	93%	94%	92%	98%	91%	*	97%	93%	96%	93%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	99%	98%	99%	95%	100%	100%	*	100%	98%	100%	94%	98%

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	*	92%	93%	96%	91%	93%	89%	92%	92%	92%	89%	88%	90%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	74%	72%	74%	78%	71%	81%	82%	85%	82%	69%	68%	73%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	73%	70%	78%	81%	70%	81%	55%	*	81%	71%	60%	71%	73%

## Tumour group tables

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

HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	73%	76%	85%	74%	90%	85%	89%	90%	100%	74%	76%	72%	79%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	63%	72%	75%	69%	73%	70%	80%	60%	100%	68%	71%	63%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	69%	77%	76%	66%	84%	73%	77%	80%	93%	67%	66%	67%	72%
Q34. Patient was always able to get help from ward staff when needed	*	66%	62%	66%	72%	70%	81%	87%	80%	100%	68%	73%	63%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	59%	54%	58%	57%	67%	73%	75%	70%	93%	51%	67%	57%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	82%	81%	80%	81%	93%	85%	90%	*	100%	76%	81%	84%	83%
Q37. Patient was always treated with respect and dignity while in hospital	*	87%	82%	83%	82%	84%	90%	94%	90%	100%	89%	86%	84%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	90%	84%	89%	89%	87%	85%	97%	80%	93%	82%	80%	86%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	76%	78%	69%	74%	80%	80%	82%	80%	81%	73%	79%	79%	77%

YOUR TREATMENT	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	89%	89%	89%	86%	88%	89%	92%	91%	85%	78%	89%	76%	87%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	87%	83%	77%	83%	73%	93%	89%	*	*	68%	89%	78%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	88%	79%	82%	93%	75%	96%	94%	*	*	69%	*	82%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	76%	*	*	*	*	*	87%	*	*	*	*	70%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	75%	91%	75%	85%	*	89%	*	*	88%	59%	85%	73%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	89%	88%	84%	86%	87%	88%	89%	90%	89%	81%	84%	77%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	83%	81%	69%	84%	82%	87%	84%	*	*	69%	94%	74%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	87%	75%	79%	93%	72%	81%	82%	*	*	62%	*	69%	81%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	73%	*	*	*	*	*	83%	*	*	*	*	65%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	80%	82%	67%	88%	*	83%	*	*	82%	56%	84%	70%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	71%	76%	68%	72%	78%	79%	86%	85%	77%	78%	76%	70%	75%

## 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	*	77%	71%	67%	67%	69%	74%	82%	77%	85%	66%	63%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	72%	70%	68%	62%	68%	74%	71%	73%	79%	58%	66%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	88%	90%	91%	85%	78%	87%	91%	80%	93%	80%	79%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	54%	53%	54%	48%	49%	56%	62%	64%	69%	47%	43%	51%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	46%	53%	51%	49%	44%	58%	54%	45%	67%	38%	45%	48%

	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	*	53%	56%	57%	60%	61%	61%	56%	70%	72%	56%	58%	54%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	52%	55%	40%	54%	38%	42%	44%	40%	76%	53%	49%	54%

	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%	48%	45%	43%	18%	36%	32%	*	70%	49%	39%	39%
Q52. Patient has had a review of cancer care by GP practice	*	25%	25%	24%	15%	10%	18%	22%	50%	19%	23%	26%	18%



## 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	*	28%	32%	17%	29%	11%	35%	33%	*	33%	45%	27%	30%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	77%	85%	71%	75%	71%	70%	75%	*	91%	84%	82%	75%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	54%	59%	51%	68%	48%	51%	57%	67%	74%	55%	62%	64%	59%

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	*	89%	86%	92%	89%	80%	92%	90%	83%	94%	86%	90%	90%	89%
Q57. Administration of care was very good or good	*	87%	83%	86%	87%	90%	86%	86%	77%	91%	80%	83%	84%	86%
Q58. Cancer research opportunities were discussed with patient	*	43%	42%	36%	60%	38%	43%	33%	70%	48%	52%	56%	55%	47%
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	8.8	8.9	8.9	8.8	8.9	8.9	8.3	9.2	8.8	8.6	8.6	8.8



## Age group tables

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

SUPPORT FROM YOUR GP PRACTICE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	71%	77%	78%	73%	77%	78%	85%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	78%	74%	78%	65%	69%	64%	60%	67%

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	*	86%	83%	91%	94%	93%	91%	90%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	71%	74%	85%	84%	85%	80%	81%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	69%	74%	74%	77%	76%	86%	79%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	71%	74%	79%	76%	83%	80%	69%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	100%	88%	93%	95%	93%	94%	95%	94%

FINDING OUT THAT YOU HAD CANCER									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	75%	86%	75%	79%	82%	83%	85%	81%
Q13. Patient was definitely told sensitively that they had cancer	*	65%	65%	69%	69%	73%	75%	83%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	70%	77%	72%	73%	77%	78%	75%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	85%	85%	77%	82%	85%	85%	85%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	89%	93%	86%	86%	86%	78%	70%	83%

SUPPORT FROM A MAIN CONTACT PERSON									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	95%	94%	94%	94%	94%	90%	85%	92%
Q18. Patient found it very or quite easy to contact their main contact person	*	94%	86%	80%	83%	83%	82%	89%	83%
Q19. Patient found advice from main contact person was very or quite helpful	*	94%	98%	94%	97%	96%	97%	97%	96%

DECIDING ON THE BEST TREATMENT									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	95%	87%	84%	80%	84%	84%	72%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	75%	83%	78%	80%	81%	79%	70%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	78%	78%	87%	84%	85%	82%	85%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	50%	52%	53%	53%	57%	50%	49%	53%

## 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	*	84%	68%	70%	67%	72%	70%	60%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	100%	94%	92%	90%	97%	97%	89%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	96%	97%	97%	99%	99%	100%	98%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	100%	89%	95%	90%	94%	88%	91%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	63%	68%	67%	72%	79%	76%	78%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	92%	76%	79%	74%	75%	67%	52%	73%

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	*	*	64%	77%	79%	79%	81%	84%	79%
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%	67%	68%	74%	68%	72%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	64%	80%	73%	71%	72%	64%	72%
Q34. Patient was always able to get help from ward staff when needed	*	*	64%	64%	73%	68%	76%	79%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	55%	60%	63%	65%	63%	46%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	67%	81%	83%	85%	85%	83%	83%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	73%	85%	84%	88%	90%	87%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	91%	88%	85%	88%	87%	86%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	83%	73%	75%	76%	79%	78%	74%	77%

## Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	85%	83%	86%	83%	89%	89%	83%	87%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	85%	96%	79%	85%	83%	83%	77%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	82%	85%	89%	85%	90%	80%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	73%	64%	77%	76%	84%	*	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	100%	74%	77%	84%	84%	60%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	85%	83%	90%	83%	88%	88%	82%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	85%	79%	80%	80%	82%	83%	73%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	88%	89%	83%	79%	78%	92%	81%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	71%	70%	67%	70%	85%	*	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	82%	82%	76%	81%	79%	73%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	70%	68%	69%	79%	72%	77%	76%	75%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	90%	83%	80%	74%	72%	69%	67%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	72%	80%	73%	68%	71%	67%	55%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	88%	88%	89%	88%	88%	82%	80%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	70%	53%	49%	55%	54%	52%	48%	53%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	56%	53%	44%	48%	52%	49%	50%	50%

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	71%	53%	52%	53%	56%	62%	59%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	67%	51%	40%	55%	55%	54%	51%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	25%	54%	58%	42%	42%	42%	44%	44%
Q52. Patient has had a review of cancer care by GP practice	*	35%	23%	25%	21%	21%	21%	20%	21%

## Age group tables

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

LIVING WITH AND BEYOND CANCER									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	31%	27%	29%	23%	34%	41%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	68%	71%	76%	81%	78%	84%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	56%	50%	52%	55%	63%	60%	68%	59%

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	*	90%	96%	87%	90%	88%	88%	94%	89%
Q57. Administration of care was very good or good	*	90%	85%	86%	86%	85%	84%	91%	86%
Q58. Cancer research opportunities were discussed with patient	*	64%	55%	46%	47%	48%	45%	47%	47%
Q59. Patient's average rating of care scored from very poor to very good	*	8.5	8.6	8.8	8.9	8.9	8.8	8.8	8.8

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

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

SUPPORT FROM YOUR GP PRACTICE							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	76%	*	*	*	81%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	69%	65%	*	*	*	75%	67%

DIAGNOSTIC TESTS							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	90%	94%	*	*	*	91%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	83%	*	*	*	84%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	81%	*	*	*	76%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	81%	*	*	*	77%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	94%	*	*	*	92%	94%

FINDING OUT THAT YOU HAD CANCER							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	80%	*	*	*	83%	81%
Q13. Patient was definitely told sensitively that they had cancer	71%	74%	*	*	*	72%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	77%	*	*	*	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	84%	*	*	*	85%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	84%	*	*	*	80%	83%

SUPPORT FROM A MAIN CONTACT PERSON							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	94%	90%	*	*	*	98%	92%
Q18. Patient found it very or quite easy to contact their main contact person	84%	82%	*	*	*	82%	83%
Q19. Patient found advice from main contact person was very or quite helpful	96%	97%	*	*	*	94%	96%

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

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

DECIDING ON THE BEST TREATMENT							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	84%	*	*	*	81%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	83%	*	*	*	81%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	85%	*	*	*	91%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	50%	55%	*	*	*	65%	53%

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	70%	69%	*	*	*	70%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	97%	*	*	*	96%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	100%	*	*	*	100%	98%

SUPPORT FROM HOSPITAL STAFF							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	93%	*	*	*	98%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	80%	*	*	*	85%	75%
Q29. Patient was offered information about how to get financial help or benefits	74%	71%	*	*	*	79%	73%

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

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

HOSPITAL CARE							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	82%	*	*	*	85%	79%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	75%	*	*	*	77%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	75%	*	*	*	78%	72%
Q34. Patient was always able to get help from ward staff when needed	65%	78%	*	*	*	71%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	56%	69%	*	*	*	68%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	80%	88%	*	*	*	87%	83%
Q37. Patient was always treated with respect and dignity while in hospital	83%	91%	*	*	*	88%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	90%	*	*	*	79%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	82%	*	*	*	87%	77%

YOUR TREATMENT							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	85%	90%	*	*	*	90%	87%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	81%	86%	*	*	*	95%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	91%	*	*	*	*	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	73%	88%	*	*	*	*	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	75%	87%	*	*	*	60%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	89%	*	*	*	87%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	85%	*	*	*	86%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	81%	83%	*	*	*	*	81%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	70%	84%	*	*	*	*	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	73%	87%	*	*	*	60%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	70%	80%	*	*	*	75%	75%

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

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	76%	*	*	*	76%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	72%	*	*	*	67%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	87%	*	*	*	90%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	49%	57%	*	*	*	60%	53%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	47%	52%	*	*	*	52%	50%

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	52%	63%	*	*	*	69%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	55%	*	*	*	64%	51%

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	43%	44%	*	*	*	56%	44%
Q52. Patient has had a review of cancer care by GP practice	22%	20%	*	*	*	35%	21%

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	26%	35%	*	*	*	*	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	82%	*	*	*	74%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	54%	64%	*	*	*	65%	59%



## ‘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	87%	91%	*	*	*	96%	89%
Q57. Administration of care was very good or good	85%	86%	*	*	*	92%	86%
Q58. Cancer research opportunities were discussed with patient	45%	50%	*	*	*	50%	47%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	*	*	*	9.0	8.8

## Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	*	70%	73%	*	79%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	50%	68%	65%	*	70%	67%

DIAGNOSTIC TESTS		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	92%	91%	96%	91%	87%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	88%	84%	88%	91%	79%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	88%	80%	81%	82%	75%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	80%	74%	68%	100%	76%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	88%	98%	92%	91%	91%	94%

FINDING OUT THAT YOU HAD CANCER		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	81%	67%	82%	73%	82%	89%	81%
Q13. Patient was definitely told sensitively that they had cancer	72%	78%	73%	77%	62%	74%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	76%	67%	74%	92%	83%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	72%	81%	94%	92%	88%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	77%	92%	87%	100%	81%	83%

SUPPORT FROM A MAIN CONTACT PERSON		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	92%	89%	88%	97%	92%	92%	92%
Q18. Patient found it very or quite easy to contact their main contact person	84%	87%	70%	69%	92%	81%	83%
Q19. Patient found advice from main contact person was very or quite helpful	96%	100%	96%	97%	100%	97%	96%

DECIDING ON THE BEST TREATMENT		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	83%	89%	77%	77%	92%	87%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	74%	81%	81%	77%	84%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	69%	90%	74%	92%	93%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53%	*	55%	35%	*	61%	53%

## 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	69%	71%	63%	77%	92%	72%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	100%	92%	100%	100%	93%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	100%	100%	100%	100%	98%

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%	94%	92%	97%	92%	96%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	84%	68%	70%	92%	80%	75%
Q29. Patient was offered information about how to get financial help or benefits	73%	70%	72%	81%	82%	74%	73%

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	78%	*	83%	75%	*	85%	79%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	70%	*	68%	*	*	74%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	72%	*	67%	82%	*	83%	72%
Q34. Patient was always able to get help from ward staff when needed	70%	*	87%	75%	*	76%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	*	66%	67%	*	71%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	*	93%	73%	*	91%	83%
Q37. Patient was always treated with respect and dignity while in hospital	86%	*	97%	92%	*	89%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	*	97%	100%	*	76%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	87%	75%	63%	92%	84%	77%

## 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	87%	91%	85%	80%	*	90%	87%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	*	81%	95%	*	93%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	*	86%	80%	*	83%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	*	*	*	*	75%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	*	64%	*	*	73%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	92%	84%	84%	*	86%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	*	81%	90%	*	85%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	*	80%	73%	*	68%	81%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	*	90%	*	*	67%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	*	79%	*	*	67%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	72%	75%	77%	100%	75%	75%

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	72%	82%	70%	82%	75%	76%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	81%	76%	84%	92%	67%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	92%	85%	84%	100%	88%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	52%	65%	57%	68%	62%	57%	53%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	56%	53%	59%	67%	52%	50%

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	56%	75%	59%	43%	67%	67%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	70%	48%	47%	*	51%	51%

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	42%	50%	49%	38%	55%	61%	44%
Q52. Patient has had a review of cancer care by GP practice	21%	25%	24%	29%	9%	34%	21%

## Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	*	31%	*	*	31%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	70%	70%	87%	*	79%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	46%	48%	65%	91%	69%	59%

YOUR OVERALL NHS CARE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q56. The whole care team worked well together	89%	83%	83%	81%	92%	96%	89%
Q57. Administration of care was very good or good	85%	82%	85%	93%	92%	95%	86%
Q58. Cancer research opportunities were discussed with patient	46%	*	55%	55%	75%	56%	47%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	8.5	8.5	9.2	9.0	8.8

## IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	68%	74%	77%	79%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	66%	61%	66%	72%	67%

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	100%	92%	93%	93%	91%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	93%	82%	85%	84%	80%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	86%	87%	81%	79%	75%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	93%	87%	76%	79%	79%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	100%	95%	94%	93%	94%	94%

FINDING OUT THAT YOU HAD CANCER		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	85%	83%	82%	79%	81%	81%
Q13. Patient was definitely told sensitively that they had cancer	80%	78%	69%	72%	73%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	79%	76%	77%	74%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	93%	84%	82%	85%	84%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	87%	83%	85%	82%	83%

SUPPORT FROM A MAIN CONTACT PERSON		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q17. Patient had a main point of contact within the care team	93%	96%	90%	93%	92%	92%
Q18. Patient found it very or quite easy to contact their main contact person	92%	80%	83%	85%	82%	83%
Q19. Patient found advice from main contact person was very or quite helpful	100%	98%	95%	97%	96%	96%

## IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q20. Treatment options were explained in a way the patient could completely understand	86%	83%	81%	83%	83%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	78%	78%	80%	80%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	87%	86%	81%	83%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	50%	62%	47%	50%	55%	53%

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	80%	76%	69%	69%	67%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	100%	94%	95%	96%	93%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	99%	99%	97%	98%

SUPPORT FROM HOSPITAL STAFF	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q27. Staff provided the patient with relevant information on available support	93%	92%	90%	91%	93%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	87%	76%	73%	75%	76%	75%
Q29. Patient was offered information about how to get financial help or benefits	91%	68%	71%	68%	78%	73%

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	*	81%	80%	76%	80%	79%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	79%	73%	71%	66%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	70%	77%	70%	72%	72%
Q34. Patient was always able to get help from ward staff when needed	*	75%	75%	72%	68%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	72%	65%	55%	62%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	88%	83%	82%	84%	83%
Q37. Patient was always treated with respect and dignity while in hospital	*	87%	86%	86%	87%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	91%	87%	87%	86%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	78%	80%	78%	75%	77%

## IMD quintile tables

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

YOUR TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	87%	87%	89%	85%	87%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	86%	84%	85%	81%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	91%	84%	89%	85%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	92%	84%	67%	76%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	76%	79%	85%	79%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	84%	91%	88%	83%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	86%	85%	80%	78%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	86%	84%	84%	77%	81%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	84%	76%	68%	72%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	78%	79%	82%	77%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	87%	79%	75%	75%	72%	75%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	100%	80%	72%	68%	72%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	93%	73%	68%	67%	69%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	93%	82%	89%	85%	87%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	93%	58%	55%	51%	51%	53%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	82%	56%	53%	46%	47%	50%

SUPPORT WHILE AT HOME	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	64%	65%	56%	57%	56%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	47%	51%	45%	56%	51%

CARE FROM YOUR GP PRACTICE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	34%	48%	41%	46%	44%
Q52. Patient has had a review of cancer care by GP practice	21%	24%	23%	21%	20%	21%



## 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	*	25%	34%	25%	29%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	74%	78%	77%	79%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	83%	56%	56%	60%	60%	59%

YOUR OVERALL NHS CARE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	85%	90%	89%	88%	89%	89%
Q57. Administration of care was very good or good	100%	89%	84%	86%	85%	86%
Q58. Cancer research opportunities were discussed with patient	*	48%	52%	46%	45%	47%
Q59. Patient's average rating of care scored from very poor to very good	9.2	8.9	8.8	8.8	8.8	8.8

## Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE		Long-term condition status		
	Yes	No	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	75%	78%	82%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	67%	67%	67%

DIAGNOSTIC TESTS		Long-term condition status		
	Yes	No	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	93%	90%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	85%	83%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	78%	77%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	78%	80%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	96%	92%	94%

FINDING OUT THAT YOU HAD CANCER		Long-term condition status		
	Yes	No	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	78%	81%	81%
Q13. Patient was definitely told sensitively that they had cancer	74%	71%	70%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	75%	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	81%	86%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	86%	82%	83%

SUPPORT FROM A MAIN CONTACT PERSON		Long-term condition status		
	Yes	No	Not given	All
Q17. Patient had a main point of contact within the care team	91%	93%	96%	92%
Q18. Patient found it very or quite easy to contact their main contact person	82%	85%	83%	83%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	97%	96%

DECIDING ON THE BEST TREATMENT		Long-term condition status		
	Yes	No	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	83%	85%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	82%	82%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	86%	89%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	51%	55%	64%	53%

## 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	68%	71%	73%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	95%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	99%	100%	98%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	95%	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	77%	80%	75%
Q29. Patient was offered information about how to get financial help or benefits	69%	79%	85%	73%

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	78%	82%	80%	79%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	72%	73%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	78%	81%	72%
Q34. Patient was always able to get help from ward staff when needed	69%	74%	73%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	67%	66%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	87%	83%	83%
Q37. Patient was always treated with respect and dignity while in hospital	86%	89%	84%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	90%	84%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	79%	86%	77%

## Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	86%	94%	87%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	82%	87%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	84%	93%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	78%	*	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	79%	86%	65%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	86%	89%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	84%	79%	72%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	81%	80%	81%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	73%	*	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	86%	53%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	74%	82%	75%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	75%	76%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	73%	68%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	90%	86%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	52%	54%	58%	53%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	50%	56%	50%

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	54%	61%	69%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	52%	58%	51%

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	41%	47%	53%	44%
Q52. Patient has had a review of cancer care by GP practice	20%	23%	28%	21%

## 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	28%	29%	36%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	74%	83%	80%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	62%	67%	59%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	87%	92%	94%	89%
Q57. Administration of care was very good or good	85%	85%	93%	86%
Q58. Cancer research opportunities were discussed with patient	45%	51%	45%	47%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	9.0	8.8

## Number of long-term conditions tables

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

SUPPORT FROM YOUR GP PRACTICE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	75%	77%	72%	78%	82%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	71%	67%	58%	67%	67%	67%

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	93%	92%	88%	93%	90%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	81%	70%	85%	83%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	82%	71%	78%	77%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	82%	80%	73%	78%	80%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	92%	92%	96%	92%	94%

FINDING OUT THAT YOU HAD CANCER	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	81%	86%	81%	78%	81%	81%
Q13. Patient was definitely told sensitively that they had cancer	75%	72%	73%	71%	70%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	77%	72%	75%	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	85%	85%	81%	86%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	82%	78%	86%	82%	83%

SUPPORT FROM A MAIN CONTACT PERSON	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q17. Patient had a main point of contact within the care team	91%	91%	91%	93%	96%	92%
Q18. Patient found it very or quite easy to contact their main contact person	82%	83%	79%	85%	83%	83%
Q19. Patient found advice from main contact person was very or quite helpful	96%	98%	97%	96%	97%	96%

## Number of long-term conditions tables

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

DECIDING ON THE BEST TREATMENT						
	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	84%	82%	77%	83%	85%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	79%	73%	82%	82%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	86%	80%	86%	89%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	50%	41%	55%	64%	53%

CARE PLANNING						
	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	66%	62%	71%	73%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	94%	95%	95%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	98%	99%	99%	100%	98%

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	92%	89%	83%	95%	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	76%	71%	77%	80%	75%
Q29. Patient was offered information about how to get financial help or benefits	74%	66%	58%	79%	85%	73%

## Number of long-term conditions tables

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

HOSPITAL CARE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	81%	79%	67%	82%	80%	79%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	71%	69%	72%	73%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	72%	66%	59%	78%	81%	72%
Q34. Patient was always able to get help from ward staff when needed	70%	72%	64%	74%	73%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	60%	51%	67%	66%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	82%	75%	87%	83%	83%
Q37. Patient was always treated with respect and dignity while in hospital	86%	88%	82%	89%	84%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	85%	84%	90%	84%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	80%	66%	79%	86%	77%

YOUR TREATMENT	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	88%	82%	86%	94%	87%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	87%	82%	82%	87%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	87%	84%	84%	93%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	78%	77%	78%	*	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	79%	85%	70%	86%	65%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	87%	81%	86%	89%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	85%	83%	79%	72%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	80%	86%	80%	81%	80%	81%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	73%	81%	73%	*	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	78%	81%	71%	86%	53%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	77%	75%	74%	82%	75%



## 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	71%	75%	63%	75%	76%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	72%	54%	73%	68%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	86%	72%	90%	86%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	53%	54%	46%	54%	58%	53%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	48%	44%	50%	56%	50%

	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	54%	55%	54%	61%	69%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	47%	50%	52%	58%	51%

	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	47%	34%	38%	47%	53%	44%
Q52. Patient has had a review of cancer care by GP practice	19%	23%	18%	23%	28%	21%

	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	28%	28%	29%	29%	36%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	69%	70%	83%	80%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	58%	57%	52%	62%	67%	59%

## 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	88%	88%	83%	92%	94%	89%
Q57. Administration of care was very good or good	85%	88%	82%	85%	93%	86%
Q58. Cancer research opportunities were discussed with patient	43%	51%	44%	51%	45%	47%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	8.6	8.9	9.0	8.8

## Year on year charts

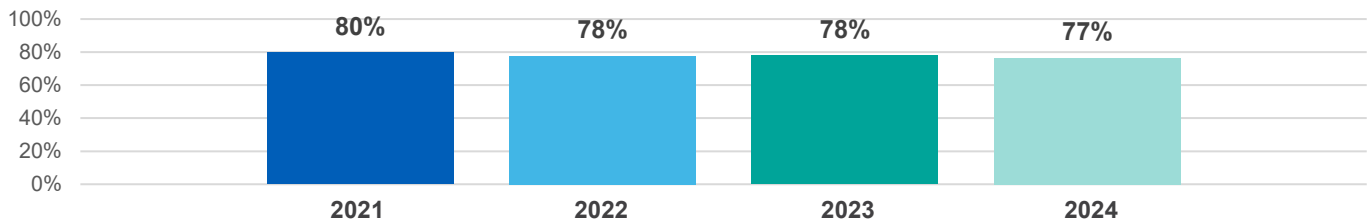
\* Indicates where a score is not available due to suppression or a low base size.

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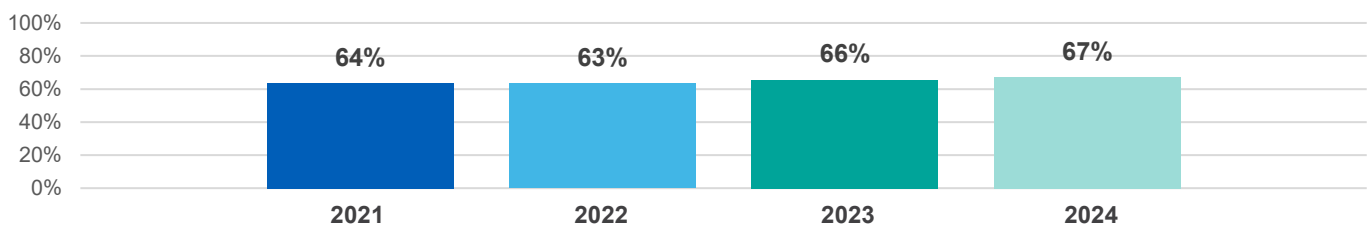
The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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

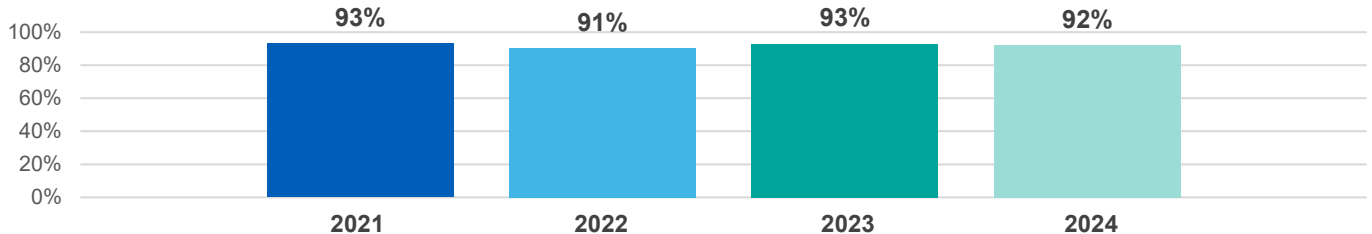


Q3. Referral for diagnosis was explained in a way the patient could completely understand

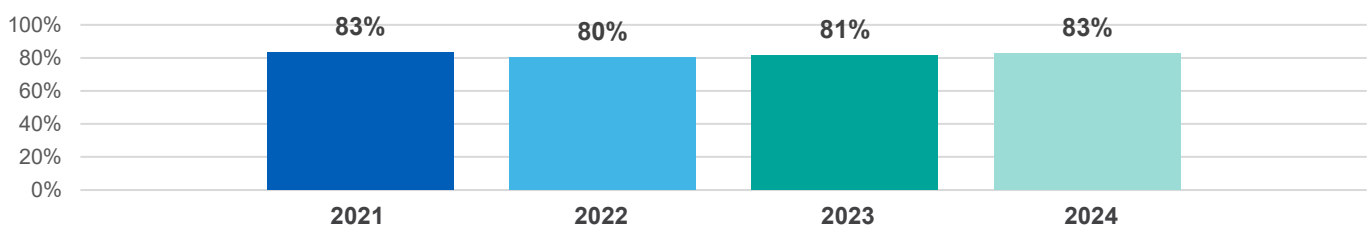


### DIAGNOSTIC TESTS

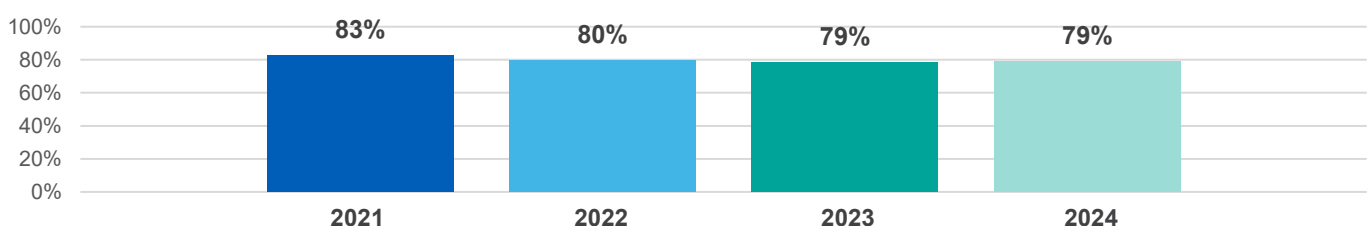
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



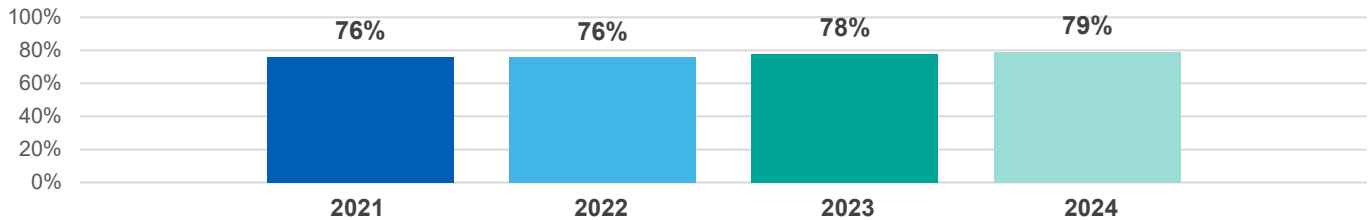
## Year on year charts

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

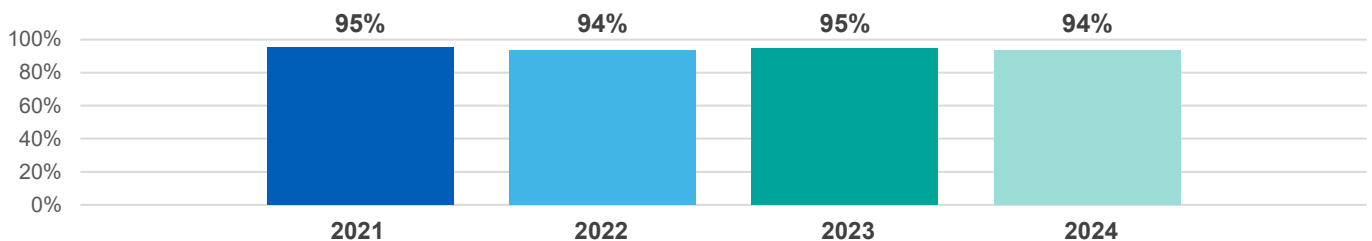
- No score available.

The scores are unadjusted and based on England scores only.

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

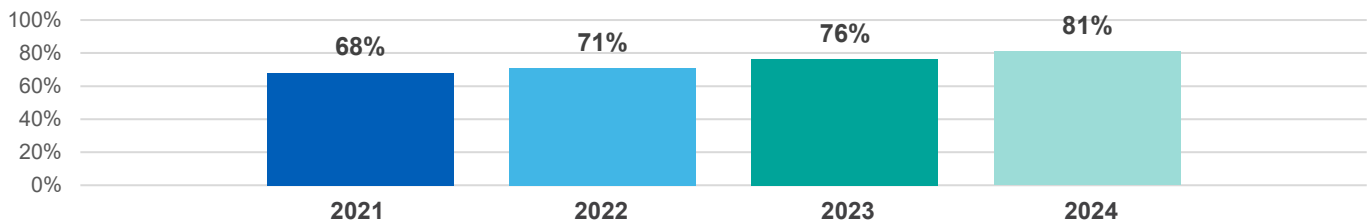


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

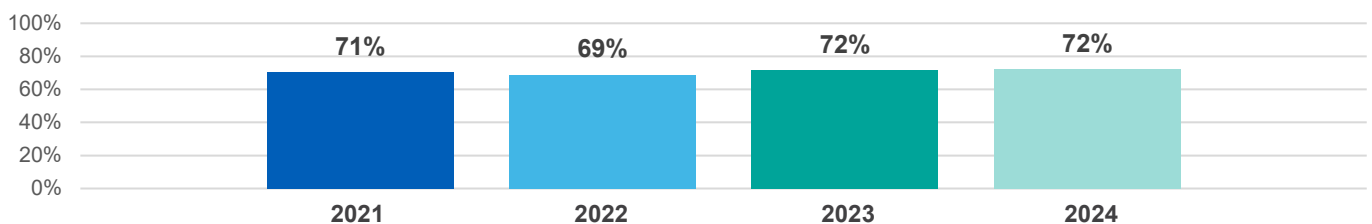


### FINDING OUT THAT YOU HAD CANCER

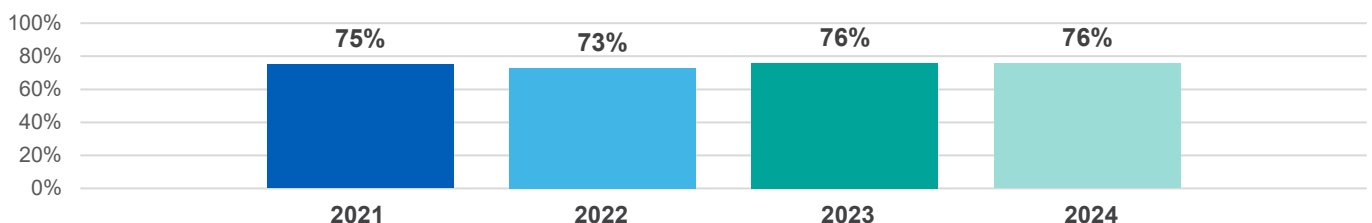
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



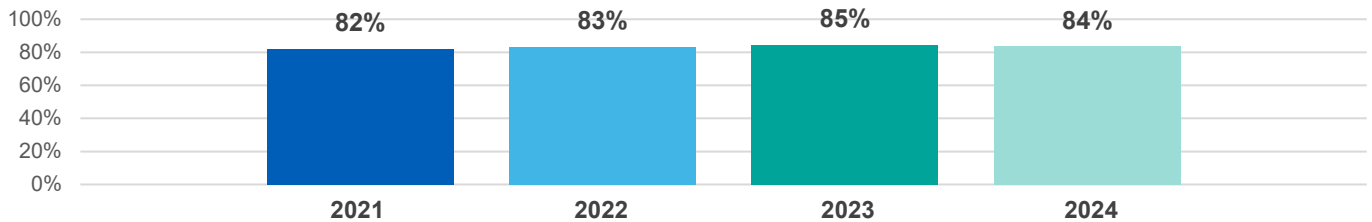
## Year on year charts

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

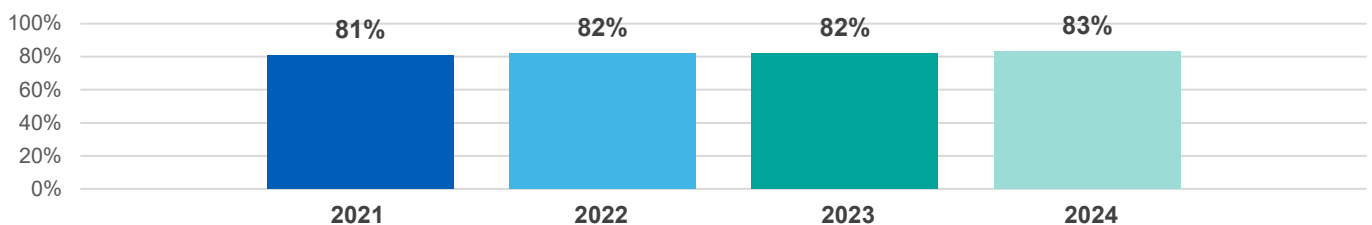
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The scores are unadjusted and based on England scores only.

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

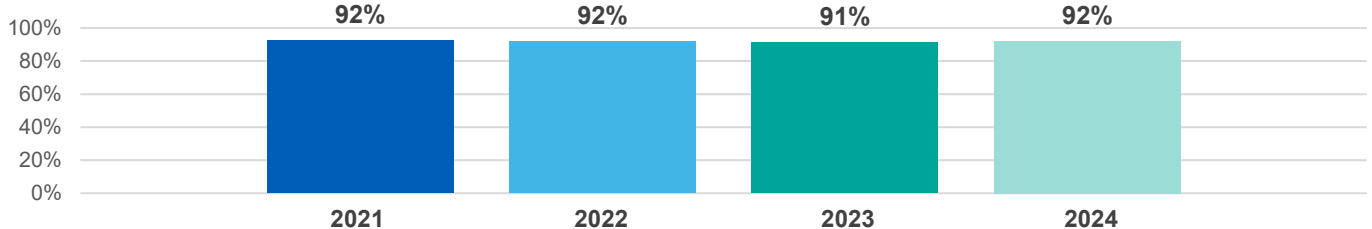


Q16. Patient was told they could go back later for more information about their diagnosis

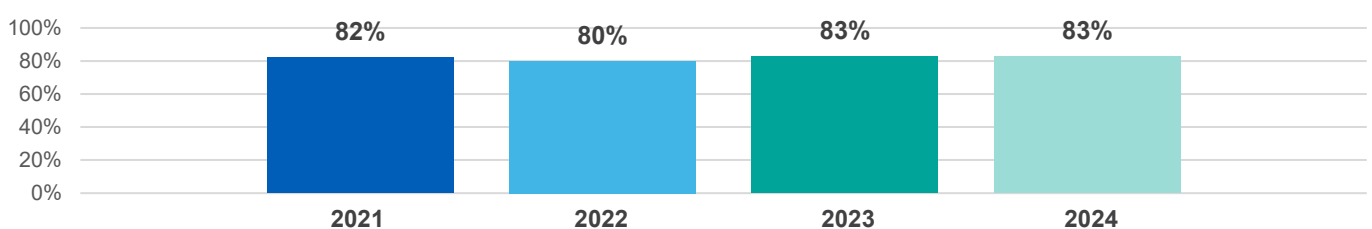


### SUPPORT FROM A MAIN CONTACT PERSON

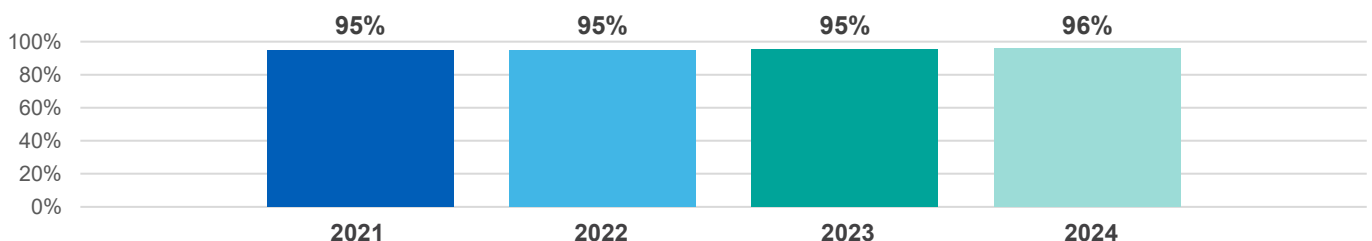
Q17. Patient had a main point of contact within the care team



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

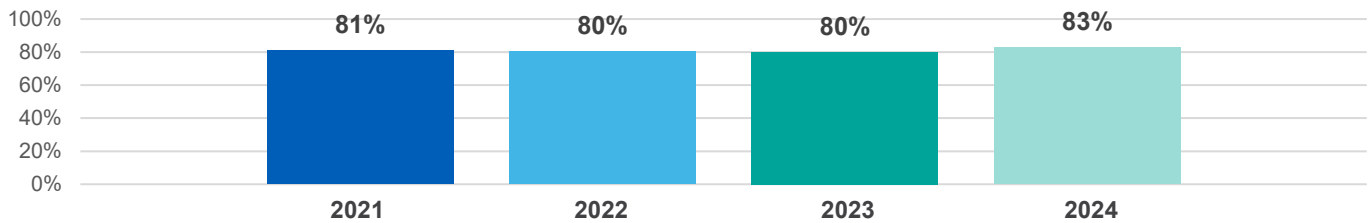
\* Indicates where a score is not available due to suppression or a low base size.

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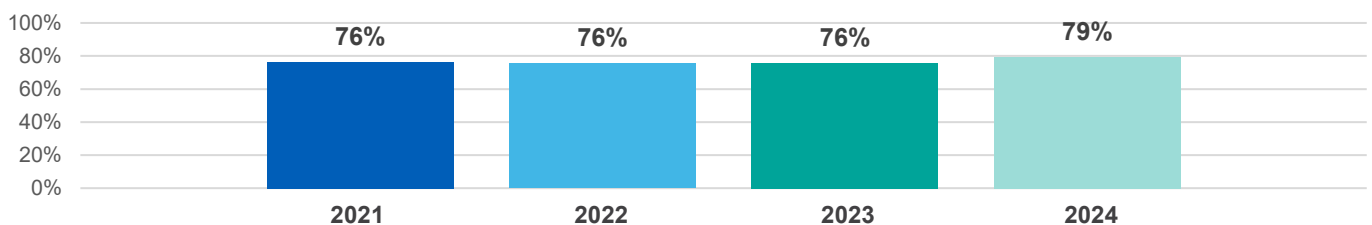
The scores are unadjusted and based on England scores only.

### DECIDING ON THE BEST TREATMENT

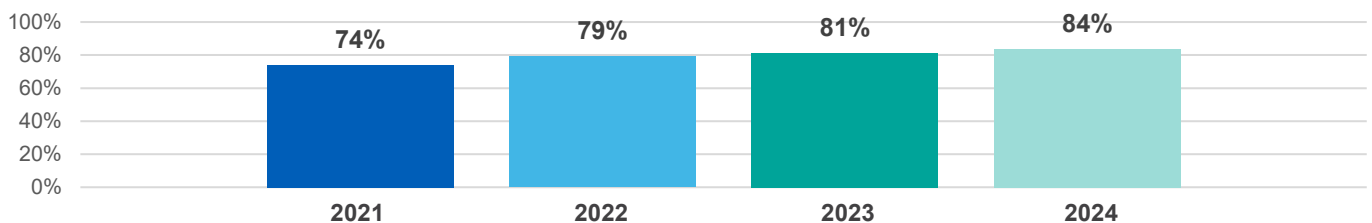
Q20. Treatment options were explained in a way the patient could completely understand



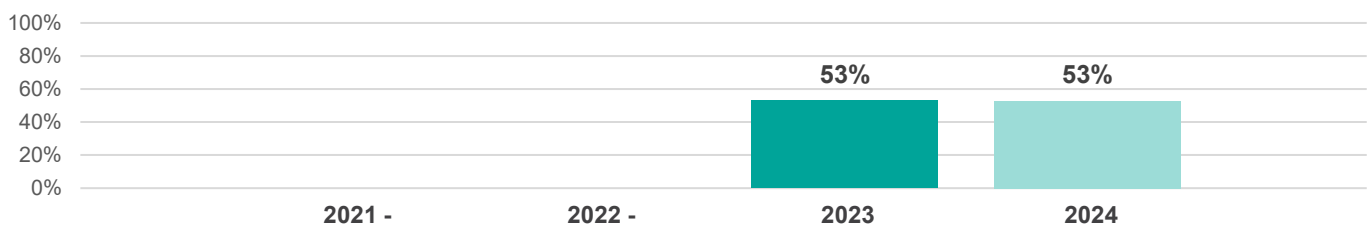
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

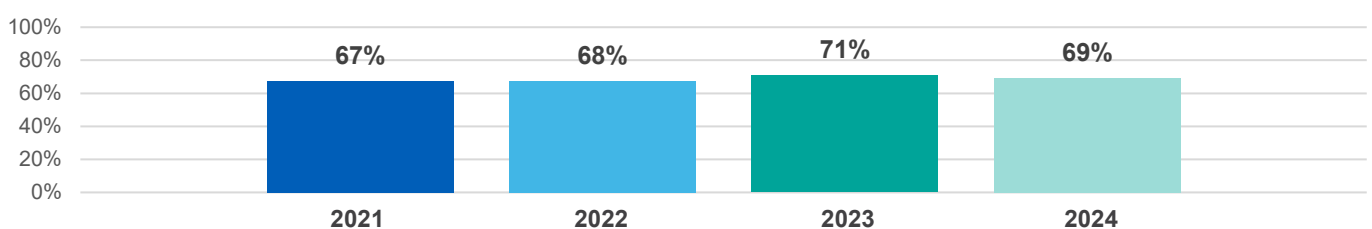


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



### CARE PLANNING

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



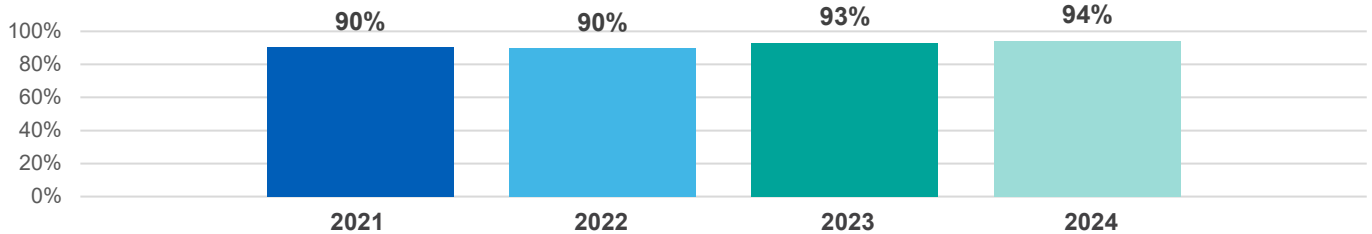
## Year on year charts

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

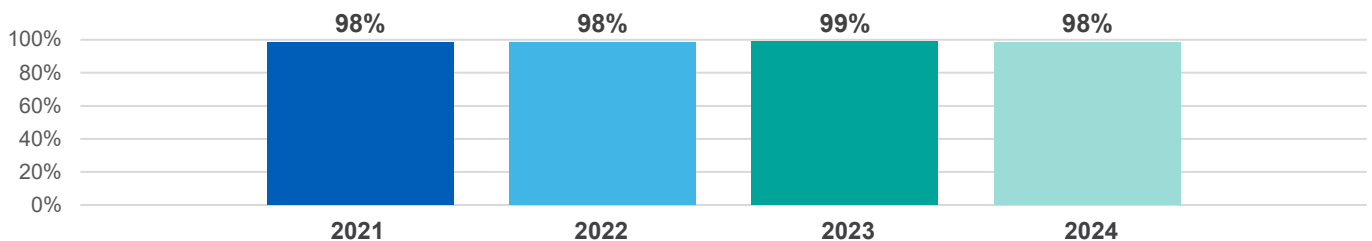
- No score available.

The scores are unadjusted and based on England scores only.

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

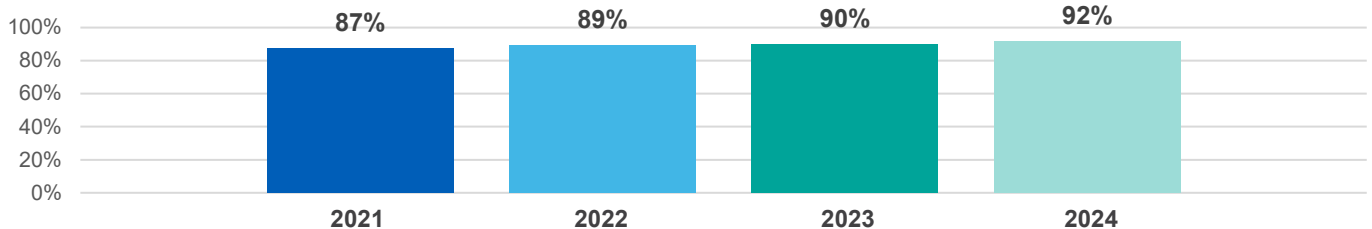


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

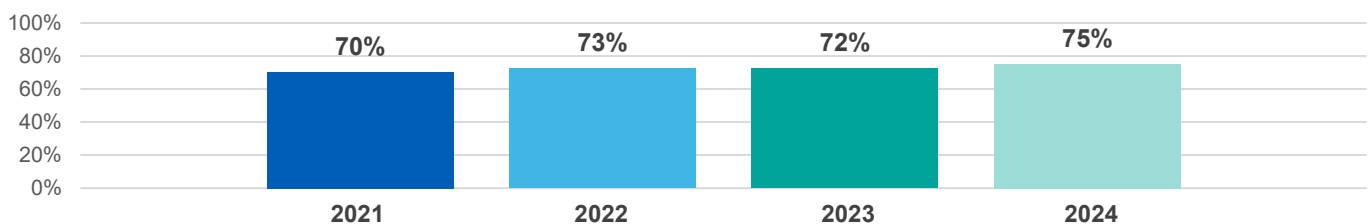


### SUPPORT FROM HOSPITAL STAFF

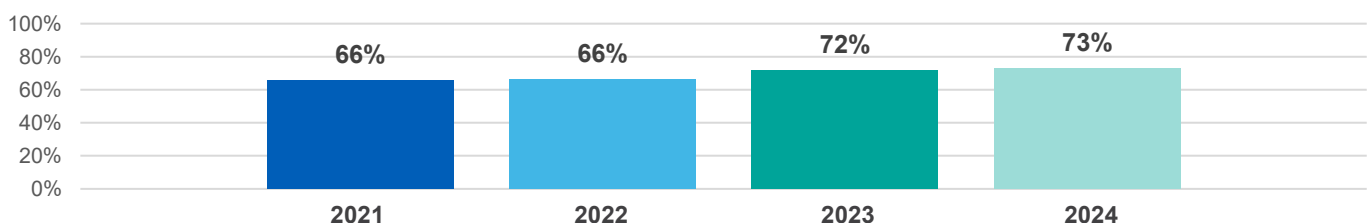
Q27. Staff provided the patient with relevant information on available support



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



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



## Year on year charts

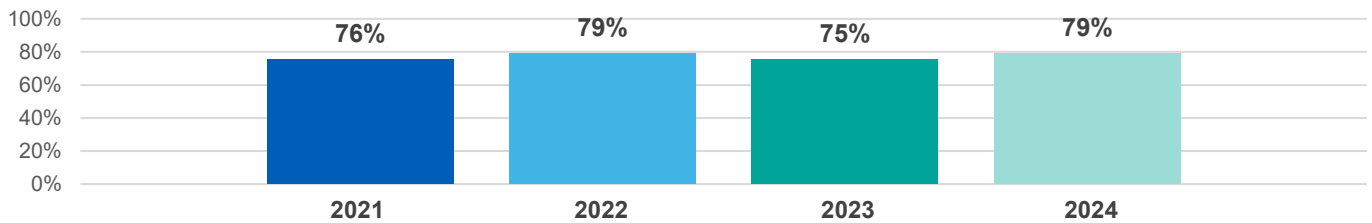
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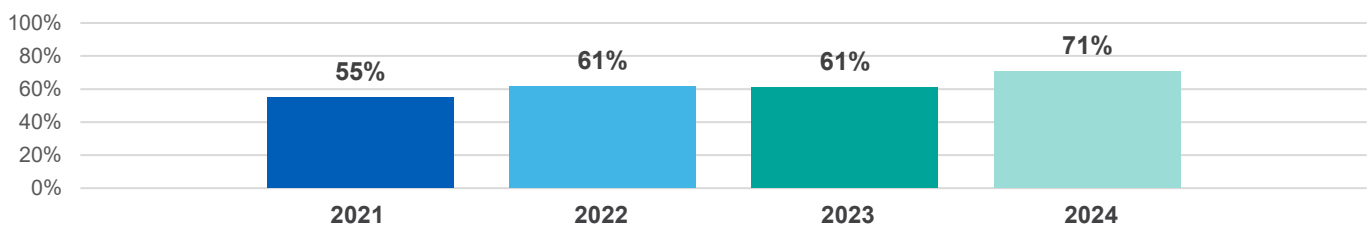
The scores are unadjusted and based on England scores only.

### HOSPITAL CARE

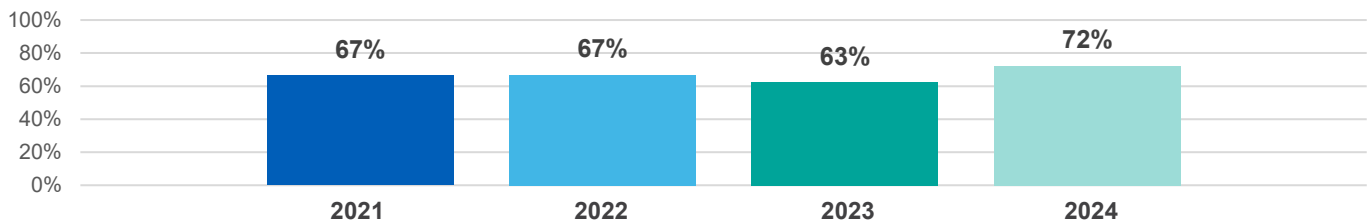
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



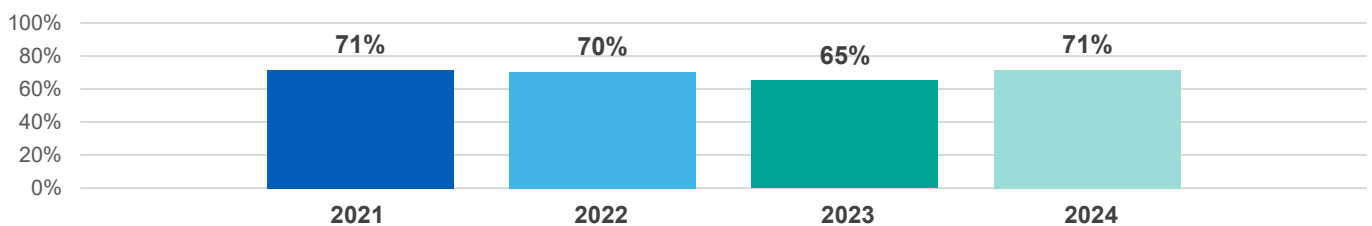
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



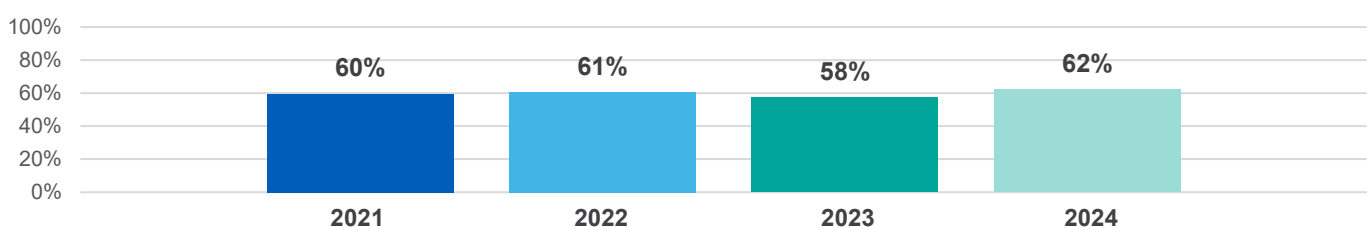
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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





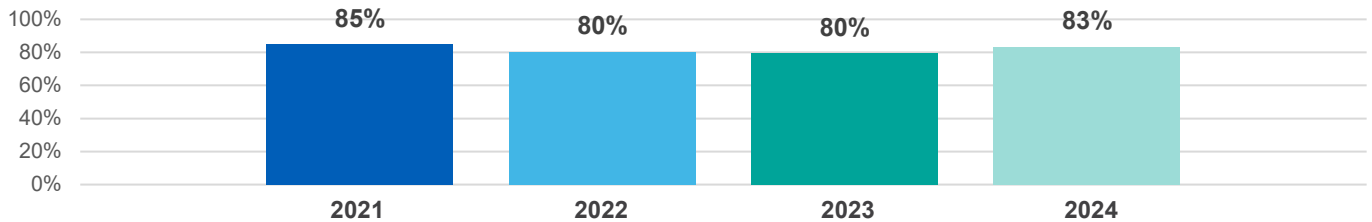
## Year on year charts

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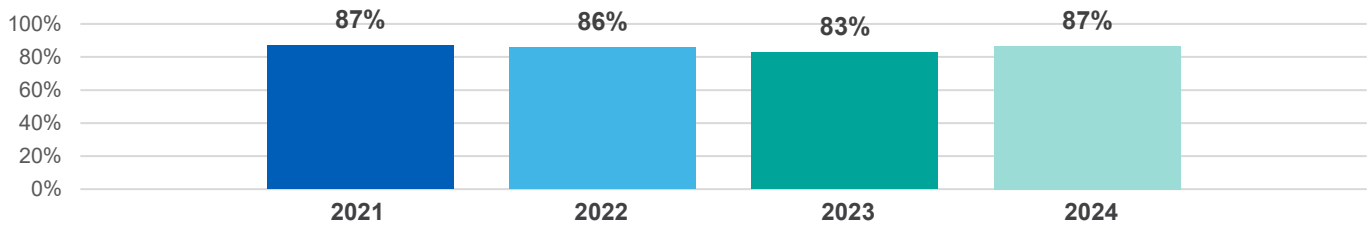
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The scores are unadjusted and based on England scores only.

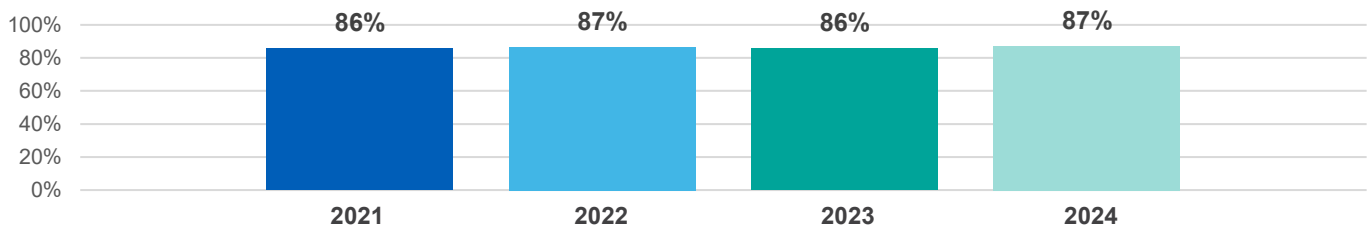
Q36. Hospital staff always did everything they could to help the patient control pain



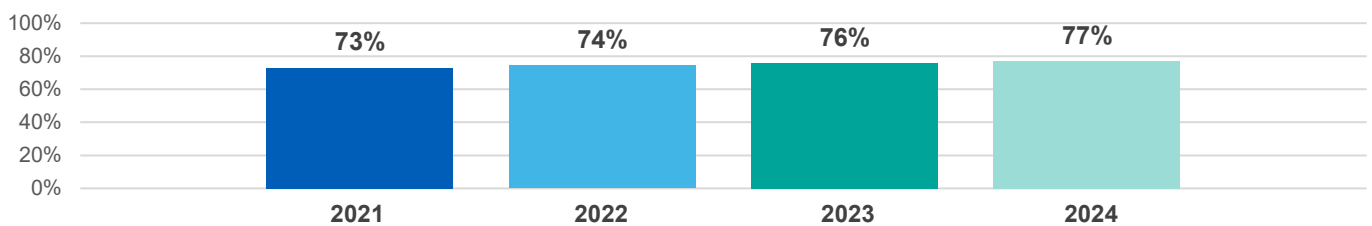
Q37. Patient was always treated with respect and dignity while in hospital



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

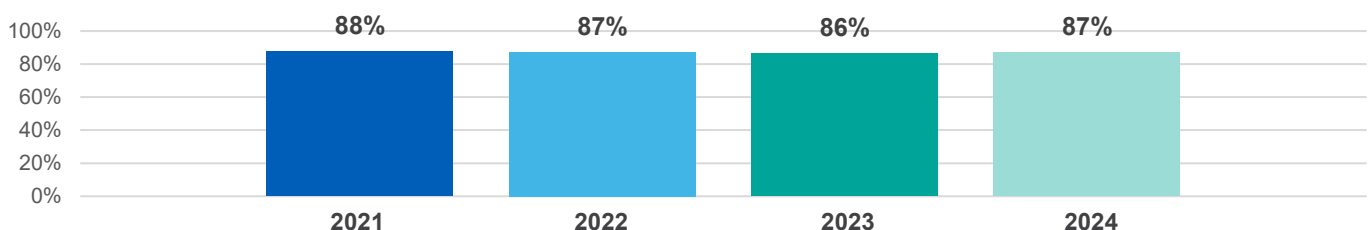


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



## YOUR TREATMENT

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



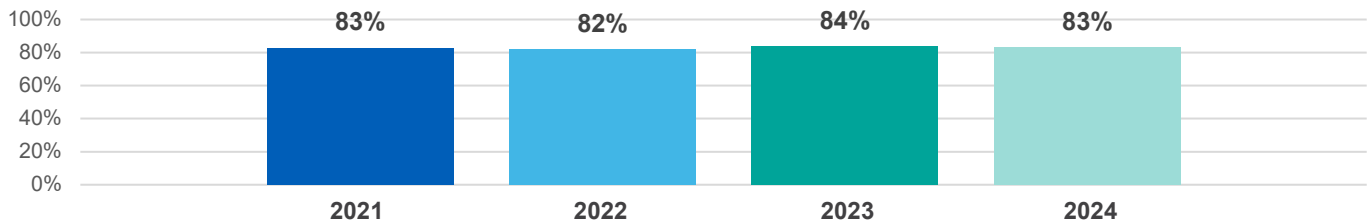
## Year on year charts

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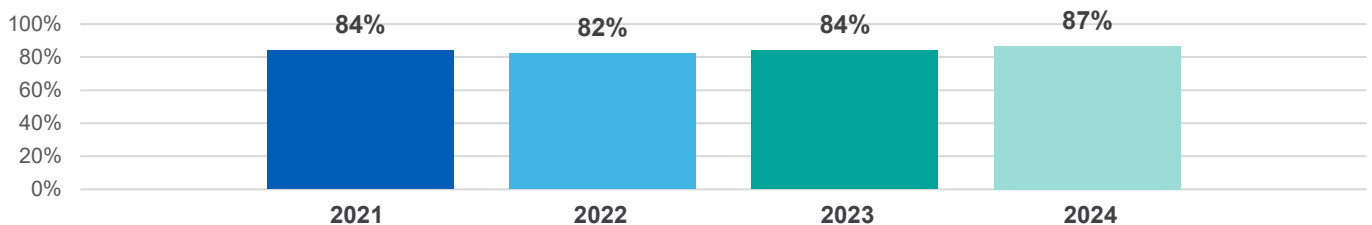
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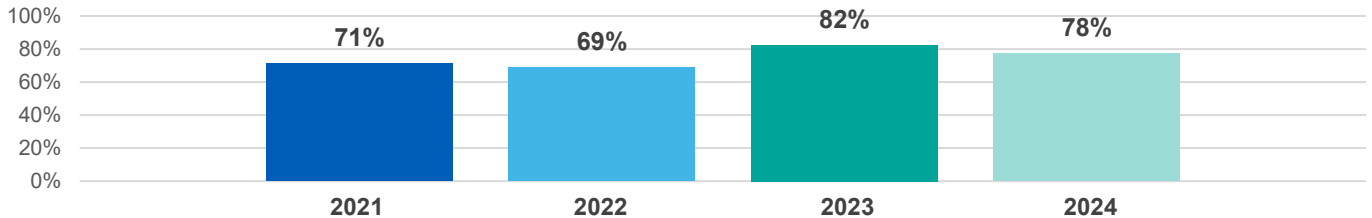
Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy



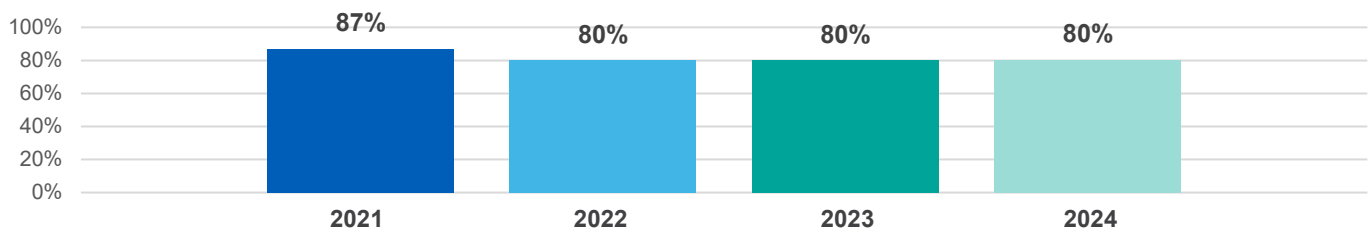
Q41\_3. Beforehand patient completely had enough understandable information about radiotherapy



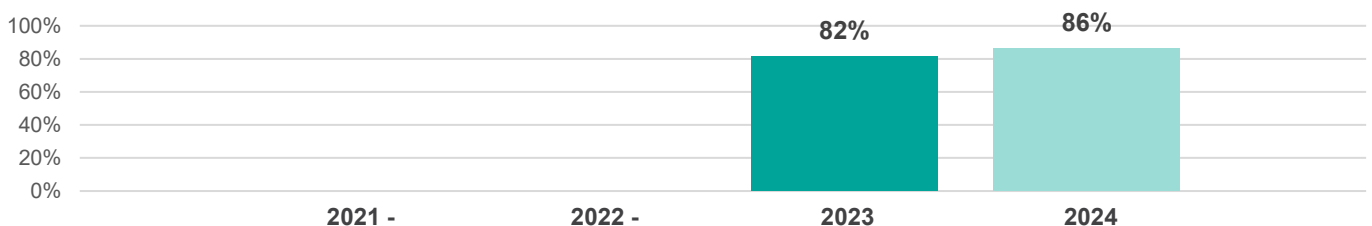
Q41\_4. Beforehand patient completely had enough understandable information about hormone therapy



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



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



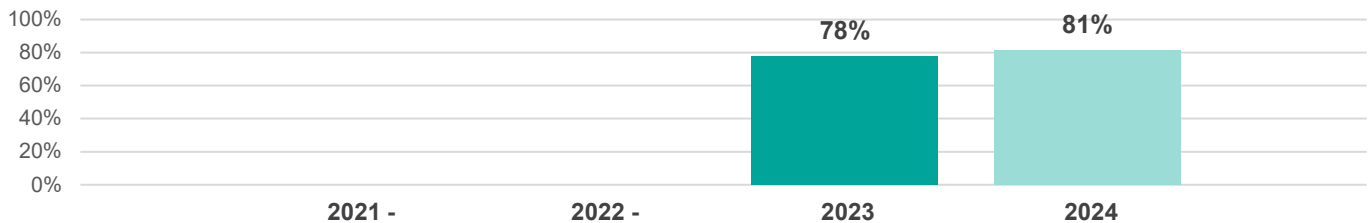
## Year on year charts

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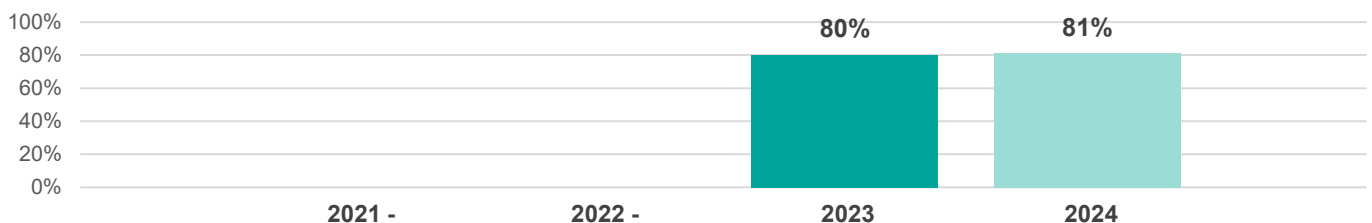
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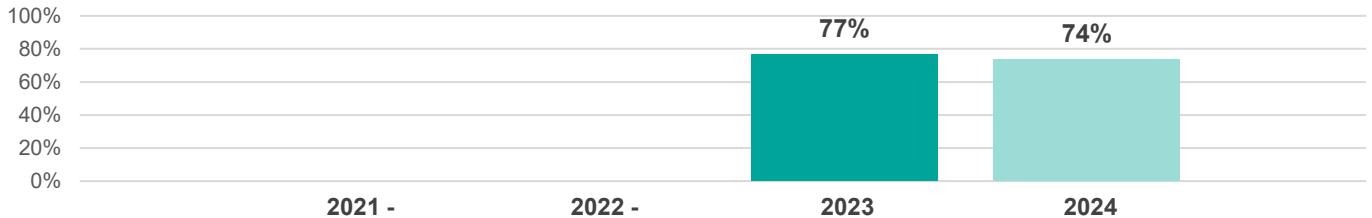
Q42\_2. Patient completely had enough understandable information about their response to chemotherapy



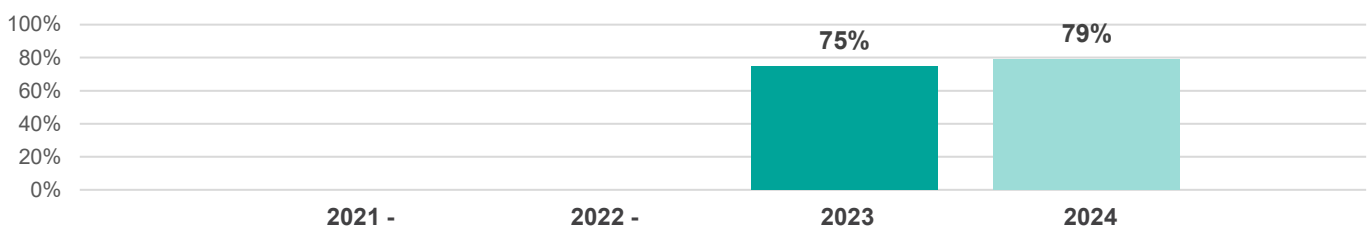
Q42\_3. Patient completely had enough understandable information about their response to radiotherapy



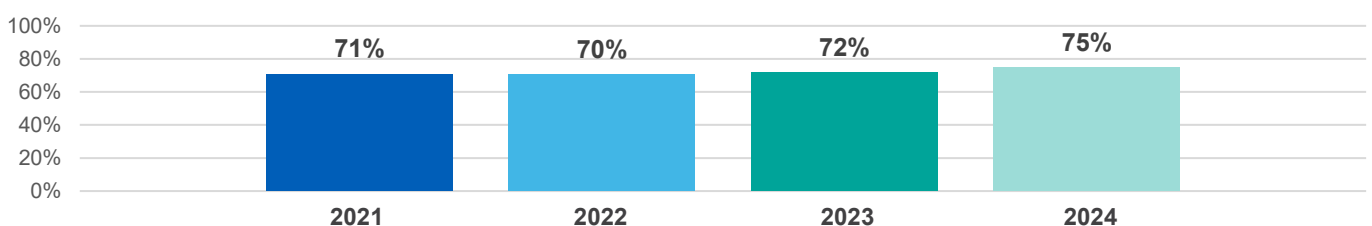
Q42\_4. Patient completely had enough understandable information about their response to hormone therapy



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

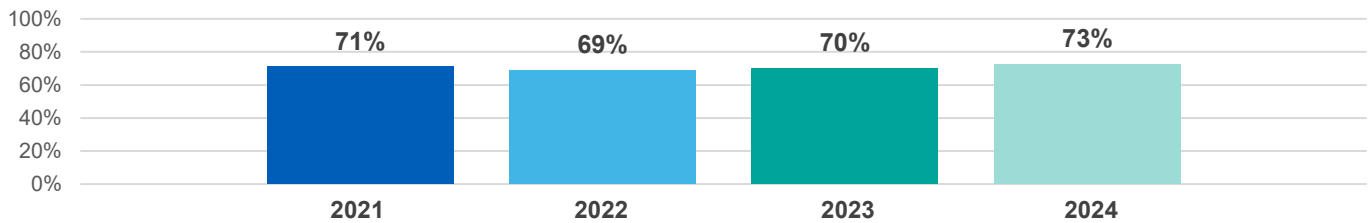
\* Indicates where a score is not available due to suppression or a low base size.

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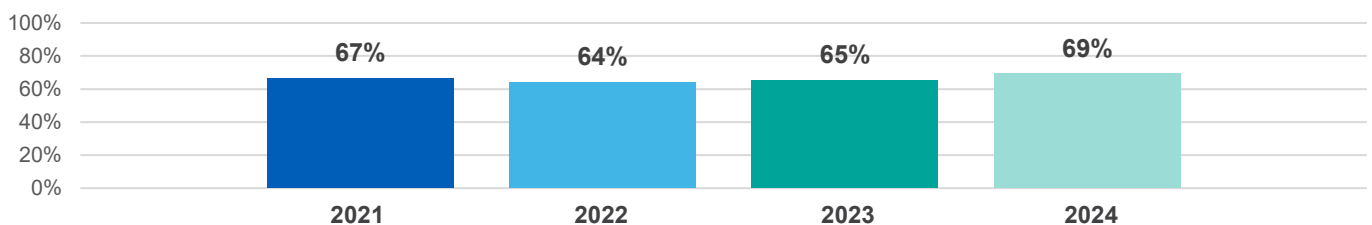
The scores are unadjusted and based on England scores only.

### IMMEDIATE AND LONG-TERM SIDE EFFECTS

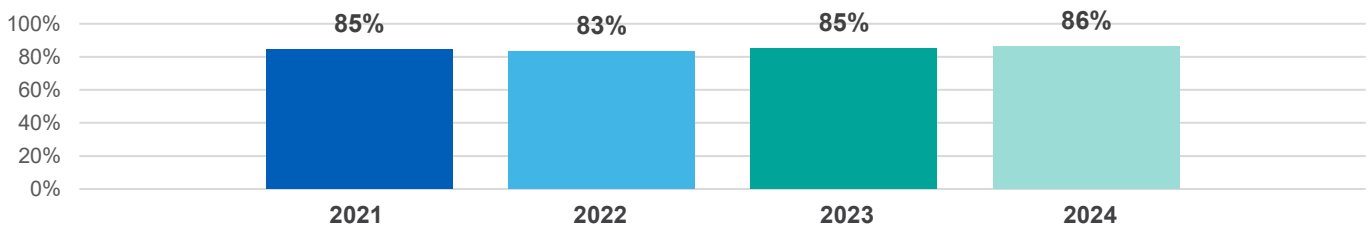
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



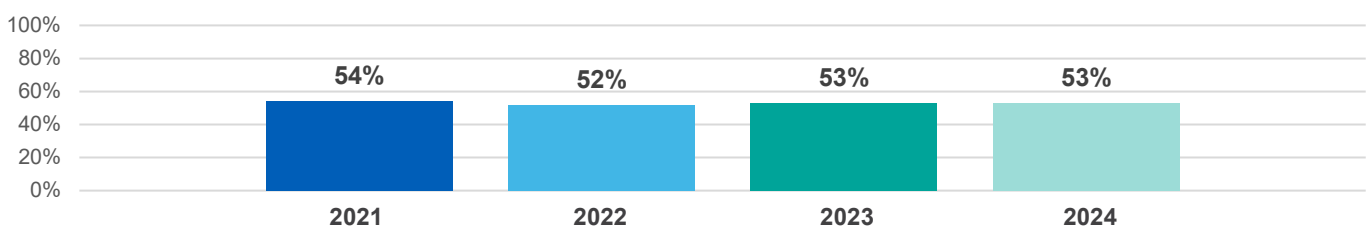
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



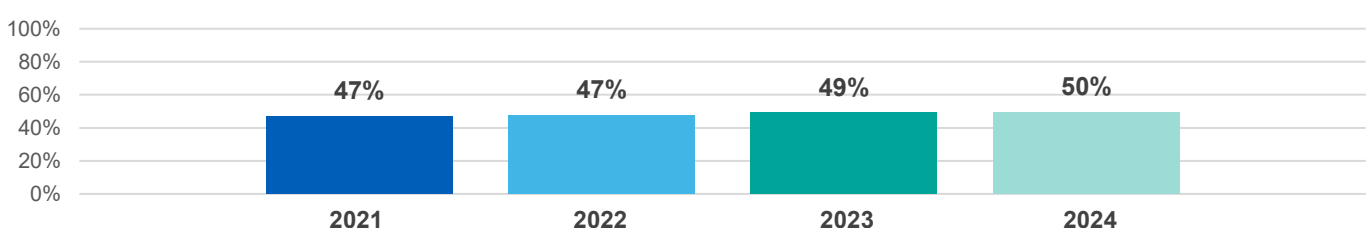
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



## Year on year charts

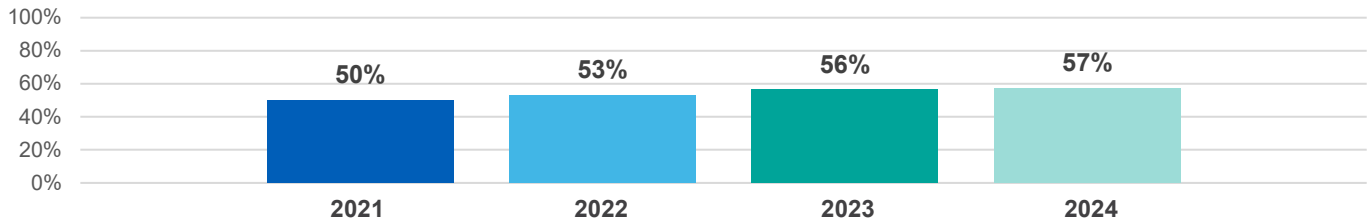
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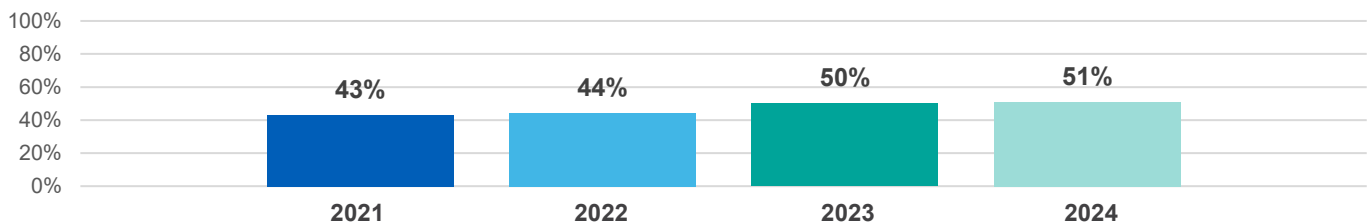
The scores are unadjusted and based on England scores only.

### SUPPORT WHILE AT HOME

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

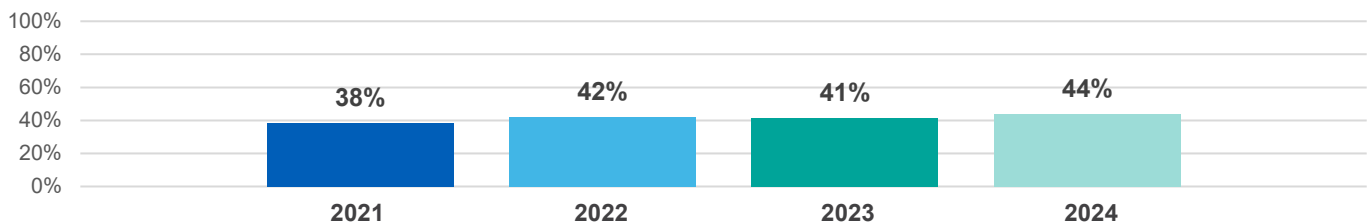


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

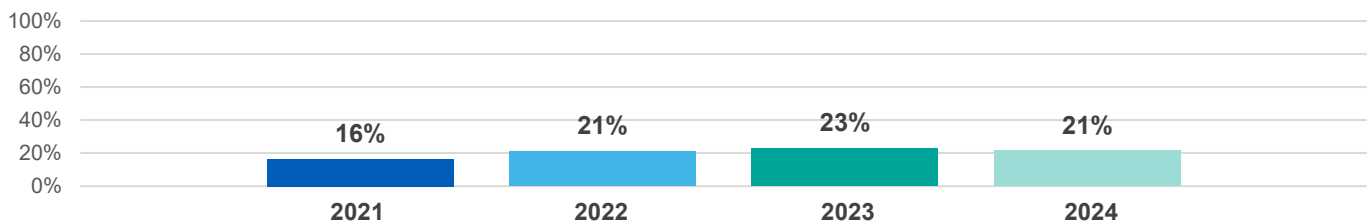


### CARE FROM YOUR GP PRACTICE

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

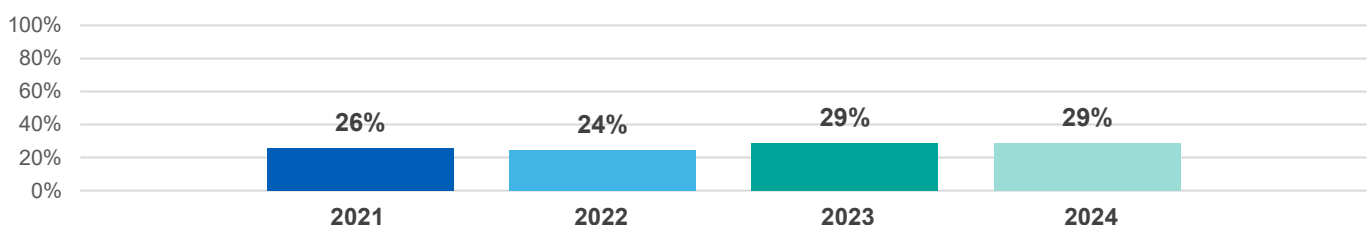


Q52. Patient has had a review of cancer care by GP practice



### LIVING WITH AND BEYOND CANCER

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



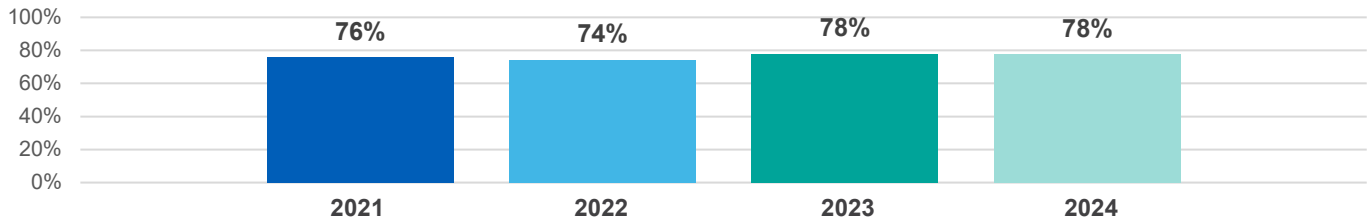
## Year on year charts

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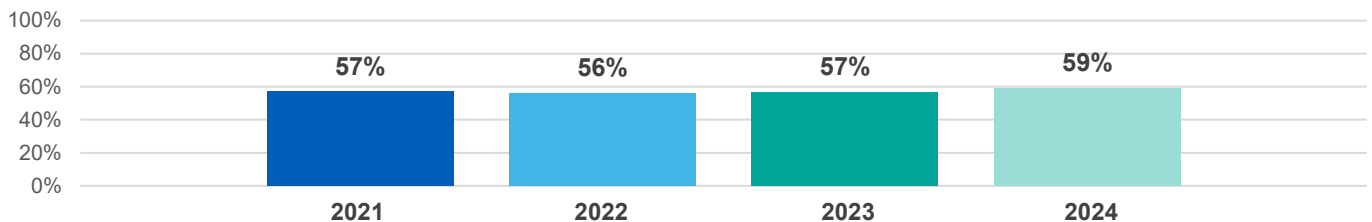
- No score available.

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

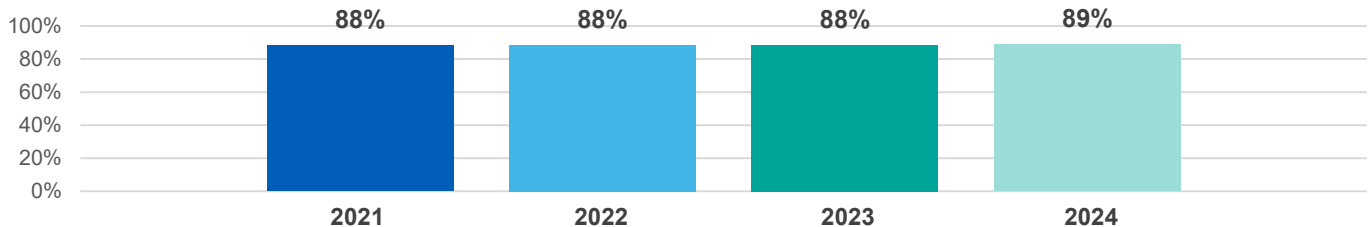


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

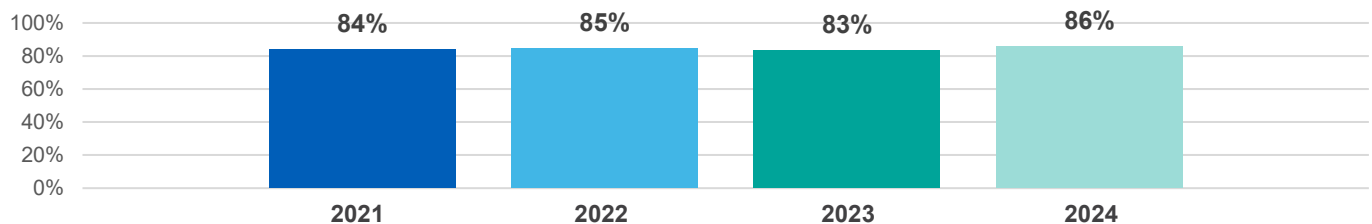


### YOUR OVERALL NHS CARE

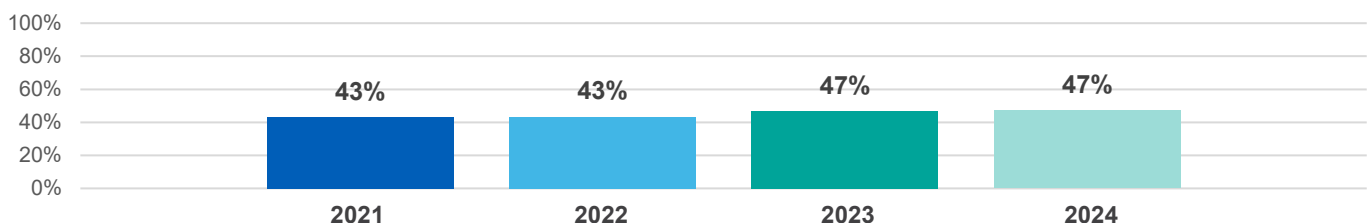
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



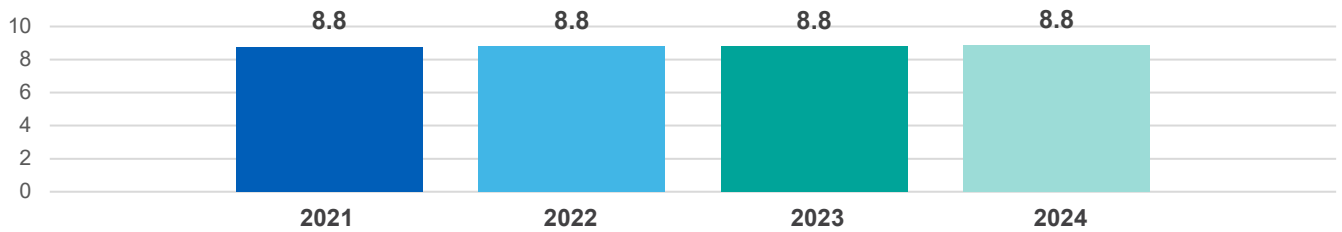
## Year on year charts

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The scores are unadjusted and based on England scores only.

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



## Trust expected range summary

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

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	
RWG	West Hertfordshire Teaching Hospitals NHS Trust	2	58
RQW	The Princess Alexandra Hospital NHS Trust	3	56
RWH	East and North Hertfordshire NHS Trust	14	47