NHS
England

National Cancer Patient Experience Survey

2024 Results

NHS North Central London 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	
Q58. Cancer research opportunities were discussed with patient	**57%**	38%	54%	**46%**

Executive summary

Questions below expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q06. Diagnostic test staff appeared to completely have all the information they needed about the patient	**79%**	81%	86%	**83%**
Q08. Diagnostic test results were explained in a way the patient could completely understand	**76%**	76%	82%	**79%**
Q09. Enough privacy was always given to the patient when receiving diagnostic test results	**93%**	93%	96%	**95%**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	**75%**	80%	85%	**83%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	**74%**	75%	80%	**77%**
Q16. Patient was told they could go back later for more information about their diagnosis	**80%**	82%	88%	**85%**
Q18. Patient found it very or quite easy to contact their main contact person	**80%**	81%	88%	**85%**
Q19. Patient found advice from main contact person was very or quite helpful	**93%**	94%	97%	**96%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	**77%**	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	**81%**	82%	87%	**85%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	**74%**	74%	81%	**78%**
Q34. Patient was always able to get help from ward staff when needed	**70%**	70%	77%	**74%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	**73%**	76%	84%	**80%**
Q41_1. Beforehand patient completely had enough understandable information about surgery	**87%**	88%	92%	**90%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	**72%**	75%	85%	**80%**
Q42_1. Patient completely had enough understandable information about their response to surgery	**83%**	84%	89%	**87%**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	**71%**	72%	77%	**75%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	**83%**	85%	91%	**88%**

Introduction

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

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

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

Methodology

Eligibility, fieldwork and survey methods

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

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

Note on question comparability

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

- In 2023 the question text for Q23 and Q42 were amended. These questions are no longer deemed comparable to 2021 and 2022. Data is only comparable for 2023 and 2024.

- In 2023 the long-term condition question (Q67) was amended to include "Autism or autism spectrum condition" as a response option. And the "Neurological condition" answer option was updated to include an example condition changing it to "Neurological condition, such as epilepsy". These changes see the answer option "Neurological condition, such as epilepsy" as no longer being deemed comparable to 2021 and 2022. Data is only comparable for 2023 and 2024.

- In 2023 the ethnic group question (Q71) was amended to include "Roma" as an answer option. The ethnic group question is still deemed comparable to 2021 and 2022. Data for the answer option is only available for 2023 and 2024.

How ICB results are derived

Alliance and ICB results are not derived by mapping trust results. Alliance and ICB results are derived using the postcode of each patient. Alliance and ICB results therefore reflect the experience of people referred from within the geographical footprint. This mapping is achieved using lookup files released by the Office for National Statistics. Alliance and ICB results are therefore presented at the 'England' level and exclude other UK postcodes.

Case mix adjustment

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

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

Scoring methodology

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

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

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

Statistical significance

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

Suppression

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

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

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

Additional suppression

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

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

Understanding the results

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

Expected range charts

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

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

Comparability tables

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

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

Subgroup breakdowns

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

Tumour group tables

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

Age group tables

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

'Which of the following best describes you?'

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

Ethnicity tables

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

Long-term condition status tables

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

Number of long-term conditions tables

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

IMD quintile tables

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

Year on year charts

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

National level and England level data

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

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

Further information

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

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

Response rate

Overall response rate

1,509 patients responded out of a total of 3,784 patients, resulting in a response rate of 40%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	4,022	3,784	1,509	40%
National	135,429	127,021	64,055	50%

Respondents by survey type

	Number of respondents
Paper	1,145
Online	363
Phone	1
Translation service	0
Total	**1,509**

Respondents by tumour group

	Number of respondents
Brain / CNS	5
Breast	347
Colorectal / LGT	125
Gynaecological	59
Haematological	192
Head and neck	38
Lung	101
Prostate	209
Sarcoma	16
Skin	36
Upper gastro	80
Urological	113
Other	188
Total	**1,509**

* indicates the count is not shown due to suppression

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	762
Irish	64
Gypsy or Irish Traveller	*
Roma	*
Any other White background	221
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	19
White and Black African	6
White and Asian	17
Any other Mixed / multiple ethnic background	17
Asian or Asian British	
Indian	35
Pakistani	12
Bangladeshi	8
Chinese	19
Any other Asian background	29
Black / African / Caribbean / Black British	
African	65
Caribbean	48
Any other Black / African / Caribbean background	8
Other Ethnic Group	
Arab	16
Any other ethnic group	30
Not given	
Not given	130
Total	**1,509**

* indicates the count is not shown due to suppression

Expected range charts

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

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

SUPPORT FROM YOUR GP PRACTICE

Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis — 77%

Q3. Referral for diagnosis was explained in a way the patient could completely understand — 66%

DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance — 91%

Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient — 79%

Q7. Patient felt the length of time waiting for diagnostic test results was about right — 78%

Q8. Diagnostic test results were explained in a way the patient could completely understand — 76%

Q9. Enough privacy was always given to the patient when receiving diagnostic test results — 93%

FINDING OUT THAT YOU HAD CANCER

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis — 75%

Q13. Patient was definitely told sensitively that they had cancer — 72%

Q14. Cancer diagnosis explained in a way the patient could completely understand — 74%

Q15. Patient was definitely told about their diagnosis in an appropriate place — 84%

Q16. Patient was told they could go back later for more information about their diagnosis — 80%

SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team — 91%

Q18. Patient found it very or quite easy to contact their main contact person — 80%

Q19. Patient found advice from main contact person was very or quite helpful — 93%

Expected range charts

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

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

DECIDING ON THE BEST TREATMENT

Q20. Treatment options were explained in a way the patient could completely understand — 80%

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment — 77%

Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options — 81%

Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options — 57%

CARE PLANNING

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment — 71%
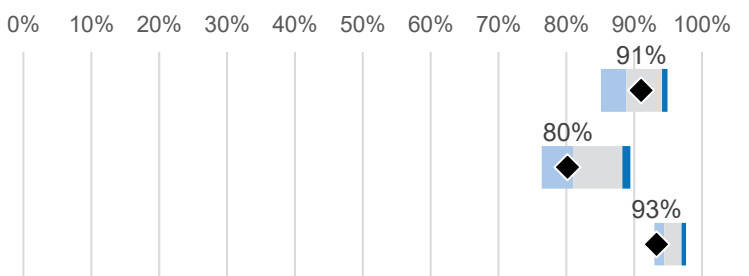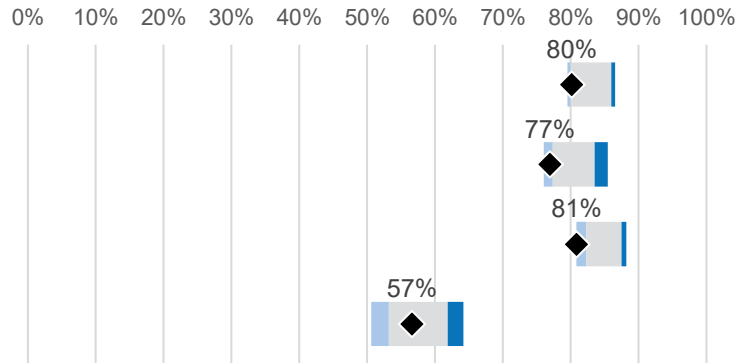
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns — 93%

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

SUPPORT FROM HOSPITAL STAFF

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 — 74%

Q29. Patient was offered information about how to get financial help or benefits — 73%

HOSPITAL CARE

Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital — 77%

Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital — 67%

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital — 71%

Q34. Patient was always able to get help from ward staff when needed — 70%

Q35. Patient was always able to discuss worries and fears with hospital staff — 62%

Q36. Hospital staff always did everything they could to help the patient control pain — 83%

Q37. Patient was always treated with respect and dignity while in hospital — 87%

Expected range charts

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

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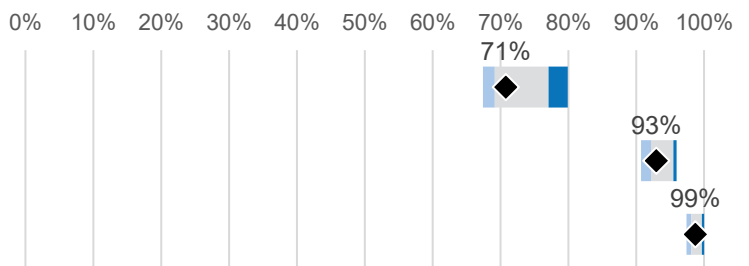
HOSPITAL CARE CONTINUED

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 — 86%

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case — 73%

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 — 86%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy — 86%

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy — 72%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy — 83%

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

Q42_2. Patient completely had enough understandable information about their response to chemotherapy — 81%

Q42_3. Patient completely had enough understandable information about their response to radiotherapy — 84%

Q42_4. Patient completely had enough understandable information about their response to hormone therapy — 73%

Q42_5. Patient completely had enough understandable information about their response to immunotherapy — 78%

Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right — 73%

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 — 71%

Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment — 67%

Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment — 83%

Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment — 57%

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — 52%

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 — **60%**

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — **48%**

CARE FROM YOUR GP PRACTICE

Q51. Patient definitely received the right amount of support from their GP practice during treatment — **45%**

Q52. Patient has had a review of cancer care by GP practice — **22%**

LIVING WITH AND BEYOND CANCER

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services — **27%**

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment — **78%**

Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading — **63%**

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together — **89%**

Q57. Administration of care was very good or good — **88%**

Q58. Cancer research opportunities were discussed with patient — **57%**

Q59. Patient's average rating of care scored from very poor to very good — **8.8**

Comparability tables

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

▲ or ▼

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

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	632	**77%**	680	**74%**			**77%**	76%	82%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	854	**64%**	933	**64%**		▲	**66%**	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	1048	**91%**	1173	**91%**			**91%**	91%	94%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1111	**77%**	1248	**77%**			**79%**	81%	86%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1129	**76%**	1249	**77%**		▼	**78%**	75%	80%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	1130	**73%**	1247	**74%**			**76%**	76%	82%	**79%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1125	**93%**	1250	**92%**			**93%**	93%	96%	**95%**

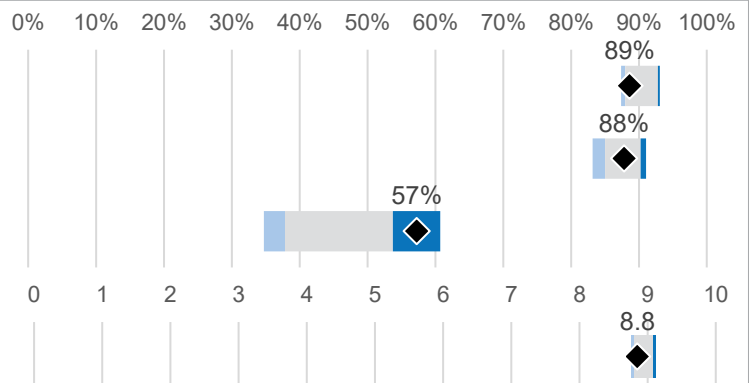| FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1240	**75%**	1349	**74%**		▲	**75%**	80%	85%	**83%**
Q13. Patient was definitely told sensitively that they had cancer	1347	**72%**	1470	**72%**			**72%**	72%	78%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	1362	**74%**	1484	**73%**			**74%**	75%	80%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	1355	**85%**	1477	**84%**			**84%**	84%	88%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	1161	**80%**	1275	**80%**			**80%**	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	1320	**91%**	1440	**91%**		▼	**91%**	89%	94%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	1144	**78%**	1215	**79%**			**80%**	81%	88%	**85%**
Q19. Patient found advice from main contact person was very or quite helpful	1167	**95%**	1250	**93%**			**93%**	94%	97%	**96%**

Comparability tables

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

▲ or ▼

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	1286	**78%**	1396	**79%**			**80%**	80%	86%	**83%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1351	**75%**	1459	**76%**			**77%**	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	1081	**81%**	1191	**79%**		▲	**81%**	82%	87%	**85%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	806	**55%**	858	**57%**			**57%**	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	1209	**70%**	1313	**70%**			**71%**	69%	77%	**73%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	710	**93%**	812	**93%**			**93%**	92%	96%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	573	**99%**	659	**98%**			**99%**	98%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	1128	**89%**	1269	**91%**		▲	**92%**	90%	95%	**92%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1345	**70%**	1472	**73%**		▲	**74%**	74%	81%	**78%**
Q29. Patient was offered information about how to get financial help or benefits	779	**68%**	887	**72%**	▲	▲	**73%**	66%	78%	**72%**

Comparability tables

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

- No score available.

▲ or ▼

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

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

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	567	**77%**	655	**77%**			**77%**	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	462	**71%**	532	**68%**		▲	**67%**	67%	75%	**71%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	551	**68%**	639	**71%**		▲	**71%**	68%	75%	**72%**
Q34. Patient was always able to get help from ward staff when needed	554	**73%**	641	**71%**			**70%**	70%	77%	**74%**
Q35. Patient was always able to discuss worries and fears with hospital staff	529	**62%**	613	**62%**			**62%**	61%	71%	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	508	**84%**	581	**82%**			**83%**	81%	87%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	565	**87%**	649	**86%**			**87%**	85%	90%	**88%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	552	**89%**	633	**86%**			**86%**	84%	90%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1214	**72%**	1308	**71%**			**73%**	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	655	**87%**	710	**86%**			**87%**	88%	92%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	626	**84%**	697	**86%**		▲	**86%**	83%	89%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	364	**88%**	399	**86%**			**86%**	85%	92%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	232	**81%**	246	**73%**			**72%**	75%	85%	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	247	**84%**	268	**83%**			**83%**	80%	88%	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	644	**84%**	701	**82%**			**83%**	84%	89%	**87%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	614	**81%**	695	**81%**			**81%**	79%	85%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	366	**86%**	390	**84%**			**84%**	81%	88%	**85%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	223	**73%**	238	**73%**			**73%**	71%	82%	**77%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	244	**82%**	260	**78%**			**78%**	76%	86%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1295	**72%**	1441	**72%**			**73%**	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	1276	**71%**	1415	**71%**			**71%**	72%	77%	**75%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1201	**67%**	1336	**67%**		▲	**67%**	67%	75%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	920	**83%**	1075	**81%**			**83%**	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	1215	**57%**	1326	**58%**			**57%**	57%	65%	**61%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1064	**50%**	1168	**52%**			**52%**	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	858	**58%**	976	**60%**		▲	**60%**	59%	67%	**63%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	558	**43%**	638	**46%**			**48%**	47%	60%	**53%**

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	761	**37%**	856	**44%**	▲	▲	**45%**	42%	53%	**48%**
Q52. Patient has had a review of cancer care by GP practice	1257	**21%**	1381	**24%**		▲	**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	359	**25%**	379	**26%**			**27%**	27%	40%	**34%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	615	**74%**	665	**76%**			**78%**	77%	84%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1068	**61%**	1200	**62%**		▲	**63%**	60%	70%	**65%**

Comparability tables

* Indicates where a score is not available due to suppression or a low base size.	Change 2023-2024: Indicates where 2024 score is significantly higher or lower than 2023 score. ▲ or ▼
- No score available.	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	1244	**89%**	1398	**89%**			**89%**	88%	93%	**90%**
Q57. Administration of care was very good or good	1334	**87%**	1464	**88%**			**88%**	85%	90%	**88%**
Q58. Cancer research opportunities were discussed with patient	860	**56%**	970	**58%**		▲	**57%**	38%	54%	**46%**
Q59. Patient's average rating of care scored from very poor to very good	1317	**8.7**	1436	**8.8**			**8.8**	8.8	9.1	**8.9**

Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	92%	63%	69%	58%	83%	56%	75%	80%	96%	49%	78%	70%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	78%	61%	67%	58%	63%	56%	67%	*	74%	39%	64%	55%	64%

DIAGNOSTIC TESTS

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	88%	91%	85%	91%	91%	93%	92%	86%	79%	91%	92%	94%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	79%	76%	78%	73%	60%	78%	82%	64%	74%	75%	80%	77%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	70%	81%	74%	83%	75%	73%	85%	73%	61%	78%	82%	75%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	73%	75%	71%	78%	83%	75%	77%	80%	68%	67%	74%	71%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	91%	91%	92%	94%	94%	94%	93%	87%	94%	93%	95%	86%	92%

FINDING OUT THAT YOU HAD CANCER

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	78%	84%	84%	74%	72%	82%	69%	87%	43%	64%	68%	68%	74%
Q13. Patient was definitely told sensitively that they had cancer	*	74%	75%	74%	72%	76%	76%	72%	67%	66%	62%	74%	65%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	74%	77%	74%	70%	86%	73%	77%	63%	76%	64%	77%	66%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	87%	89%	90%	82%	92%	82%	83%	88%	82%	76%	83%	80%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	84%	87%	80%	80%	76%	79%	83%	85%	62%	71%	78%	76%	80%

Tumour group tables

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

SUPPORT FROM A MAIN CONTACT PERSON

	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	*	93%	94%	91%	96%	89%	92%	88%	94%	72%	95%	83%	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	*	77%	82%	89%	84%	72%	87%	74%	71%	63%	84%	79%	74%	79%
Q19. Patient found advice from main contact person was very or quite helpful	*	92%	97%	100%	94%	89%	98%	90%	80%	78%	96%	92%	94%	93%

DECIDING ON THE BEST TREATMENT

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q20. Treatment options were explained in a way the patient could completely understand	*	80%	80%	77%	80%	79%	81%	80%	67%	77%	78%	83%	72%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	73%	81%	78%	79%	71%	79%	79%	77%	74%	64%	79%	72%	76%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	76%	83%	71%	80%	69%	83%	85%	87%	95%	79%	80%	74%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	56%	66%	48%	63%	62%	57%	59%	42%	50%	49%	59%	53%	57%

CARE PLANNING

	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	*	70%	71%	91%	75%	63%	69%	70%	53%	68%	71%	78%	59%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	91%	96%	94%	98%	92%	96%	90%	82%	100%	89%	92%	91%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	99%	97%	100%	98%	100%	100%	100%	*	100%	100%	98%	96%	98%

SUPPORT FROM HOSPITAL STAFF

	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	*	93%	95%	89%	92%	80%	89%	90%	100%	88%	93%	84%	93%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	70%	78%	72%	79%	73%	82%	71%	63%	53%	73%	79%	68%	73%
Q29. Patient was offered information about how to get financial help or benefits	*	73%	77%	76%	85%	70%	75%	55%	*	54%	76%	57%	72%	72%

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	*	68%	80%	70%	78%	68%	79%	90%	62%	*	77%	88%	67%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	47%	72%	69%	67%	81%	68%	68%	67%	*	78%	76%	66%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	68%	77%	74%	77%	57%	68%	81%	69%	*	71%	71%	60%	71%
Q34. Patient was always able to get help from ward staff when needed	*	61%	72%	71%	80%	61%	74%	85%	77%	*	77%	79%	53%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	43%	64%	66%	68%	55%	64%	82%	69%	*	60%	63%	47%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	77%	85%	82%	84%	90%	76%	92%	100%	*	84%	83%	73%	82%
Q37. Patient was always treated with respect and dignity while in hospital	*	84%	84%	90%	94%	88%	87%	93%	85%	*	84%	89%	74%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	82%	86%	88%	88%	83%	89%	91%	85%	*	85%	87%	81%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	66%	79%	83%	78%	69%	77%	66%	64%	63%	59%	81%	65%	71%

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	*	85%	89%	88%	68%	88%	82%	95%	75%	82%	78%	86%	84%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	86%	86%	89%	92%	*	87%	81%	*	*	86%	89%	81%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	87%	81%	88%	92%	81%	92%	85%	*	*	89%	70%	78%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	73%	*	*	*	*	*	74%	*	*	*	*	61%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	81%	*	*	86%	*	86%	*	*	*	74%	88%	72%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	84%	84%	81%	61%	80%	75%	91%	75%	82%	78%	79%	78%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	79%	84%	86%	85%	*	85%	83%	*	*	80%	85%	75%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	84%	85%	88%	88%	81%	86%	78%	*	*	89%	*	79%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	71%	*	*	*	*	*	76%	*	*	*	*	58%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	73%	*	*	78%	*	80%	*	*	*	78%	83%	76%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	65%	75%	75%	70%	80%	72%	78%	63%	79%	67%	81%	68%	72%

Tumour group tables

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	67%	71%	68%	69%	62%	76%	79%	40%	69%	70%	81%	66%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	63%	67%	75%	67%	65%	77%	66%	50%	65%	67%	72%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	81%	84%	88%	79%	72%	86%	81%	67%	78%	78%	81%	84%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	56%	58%	69%	57%	50%	63%	67%	43%	57%	58%	61%	48%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	48%	53%	50%	56%	50%	59%	60%	40%	59%	53%	57%	44%	52%

SUPPORT WHILE AT HOME

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	51%	67%	64%	64%	57%	69%	58%	75%	53%	64%	66%	55%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	39%	43%	41%	47%	61%	58%	50%	45%	*	58%	45%	44%	46%

CARE FROM YOUR GP PRACTICE

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	44%	44%	42%	35%	36%	57%	47%	17%	38%	42%	45%	48%	44%
Q52. Patient has had a review of cancer care by GP practice	*	24%	23%	23%	19%	31%	28%	27%	27%	28%	32%	25%	18%	24%

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	*	19%	26%	27%	36%	27%	9%	37%	*	20%	23%	32%	35%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	77%	81%	85%	78%	71%	82%	75%	*	70%	48%	81%	72%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	54%	64%	67%	71%	55%	59%	64%	69%	67%	53%	69%	61%	62%

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	*	88%	92%	85%	91%	89%	92%	87%	67%	76%	85%	94%	88%	89%
Q57. Administration of care was very good or good	*	88%	87%	88%	93%	86%	94%	88%	81%	73%	83%	84%	89%	88%
Q58. Cancer research opportunities were discussed with patient	*	53%	62%	36%	66%	64%	68%	58%	*	38%	65%	58%	58%	58%
Q59. Patient's average rating of care scored from very poor to very good	*	8.6	8.7	9.0	9.1	8.8	8.9	8.8	8.1	8.5	8.7	9.0	8.7	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	*	70%	78%	79%	72%	71%	76%	83%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	74%	70%	64%	62%	64%	62%	64%

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	*	64%	92%	88%	93%	92%	90%	91%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	50%	73%	74%	77%	77%	80%	80%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	54%	58%	67%	77%	81%	79%	85%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	43%	72%	73%	73%	74%	78%	73%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	71%	92%	88%	91%	93%	93%	93%	92%

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	*	81%	70%	72%	74%	73%	76%	76%	74%
Q13. Patient was definitely told sensitively that they had cancer	*	31%	73%	67%	71%	71%	74%	82%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	38%	64%	71%	74%	73%	73%	84%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	80%	80%	83%	82%	84%	86%	92%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	81%	86%	87%	83%	79%	77%	70%	80%

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	*	94%	86%	90%	93%	90%	91%	91%	91%
Q18. Patient found it very or quite easy to contact their main contact person	*	80%	66%	79%	78%	80%	81%	80%	79%
Q19. Patient found advice from main contact person was very or quite helpful	*	80%	89%	90%	90%	95%	95%	97%	93%

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	*	57%	75%	79%	79%	82%	77%	78%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	56%	80%	68%	74%	80%	76%	79%	76%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	42%	76%	72%	74%	84%	83%	82%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	71%	64%	55%	57%	59%	58%	35%	57%

Age group tables

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

CARE PLANNING

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	63%	73%	72%	69%	73%	70%	59%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	100%	92%	93%	89%	96%	91%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	100%	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	*	88%	93%	92%	92%	93%	89%	84%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	50%	64%	67%	69%	76%	76%	81%	73%
Q29. Patient was offered information about how to get financial help or benefits	*	85%	71%	76%	75%	75%	61%	60%	72%

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	*	27%	79%	67%	72%	84%	77%	87%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	50%	73%	59%	66%	72%	69%	65%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	55%	68%	71%	67%	78%	70%	68%	71%
Q34. Patient was always able to get help from ward staff when needed	*	36%	63%	66%	73%	77%	67%	72%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	27%	41%	64%	63%	67%	58%	59%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	64%	71%	81%	80%	88%	84%	82%	82%
Q37. Patient was always treated with respect and dignity while in hospital	*	55%	83%	82%	86%	89%	89%	86%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	70%	83%	79%	89%	91%	80%	84%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	40%	70%	66%	67%	73%	75%	73%	71%

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	*	*	76%	85%	86%	89%	85%	93%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	83%	86%	87%	84%	90%	83%	86%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	88%	88%	82%	92%	79%	86%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	71%	72%	70%	80%	71%	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	75%	88%	84%	83%	80%	86%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	82%	78%	82%	87%	78%	83%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	58%	87%	84%	78%	85%	78%	91%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	88%	80%	82%	87%	83%	81%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	76%	72%	63%	77%	77%	*	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	58%	84%	77%	84%	76%	77%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	57%	60%	59%	71%	75%	75%	76%	72%

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	*	69%	72%	69%	69%	73%	71%	61%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	31%	65%	68%	66%	70%	65%	67%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	73%	81%	80%	84%	84%	79%	72%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	44%	60%	61%	61%	61%	52%	50%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	33%	52%	47%	53%	59%	47%	49%	52%

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	*	43%	48%	49%	60%	64%	61%	62%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	30%	44%	36%	44%	48%	51%	55%	46%

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%	44%	44%	44%	49%	39%	44%	44%
Q52. Patient has had a review of cancer care by GP practice	*	31%	31%	24%	25%	25%	21%	16%	24%

Age group tables

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

LIVING WITH AND BEYOND CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	30%	9%	31%	27%	25%	32%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	60%	76%	75%	73%	80%	74%	86%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	47%	54%	55%	59%	67%	62%	66%	62%

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	*	94%	92%	85%	87%	90%	89%	91%	89%
Q57. Administration of care was very good or good	*	81%	87%	85%	86%	90%	88%	92%	88%
Q58. Cancer research opportunities were discussed with patient	*	58%	41%	54%	61%	60%	59%	55%	58%
Q59. Patient's average rating of care scored from very poor to very good	*	8.4	8.4	8.2	8.6	9.0	9.0	9.0	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	75%	72%	*	*	*	76%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	61%	*	*	*	58%	64%

DIAGNOSTIC TESTS — Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	90%	93%	*	*	*	88%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	77%	77%	*	*	*	82%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	82%	*	*	*	74%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	72%	77%	*	*	*	69%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	93%	*	*	*	93%	92%

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

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	91%	91%	*	*	*	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	78%	79%	*	*	*	83%	79%
Q19. Patient found advice from main contact person was very or quite helpful	94%	93%	*	*	*	91%	93%

'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	78%	79%	*	*	*	78%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	73%	79%	*	*	*	75%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	82%	*	*	*	73%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	61%	*	*	*	53%	57%

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	69%	72%	*	*	*	67%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	93%	*	*	*	85%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	*	*	*	96%	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	92%	91%	*	*	*	84%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	78%	*	*	*	68%	73%
Q29. Patient was offered information about how to get financial help or benefits	74%	72%	*	*	*	53%	72%

'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

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	70%	85%	*	*	*	79%	77%
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%	73%	*	*	*	76%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	74%	*	*	*	67%	71%
Q34. Patient was always able to get help from ward staff when needed	64%	80%	*	*	*	77%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	53%	71%	*	*	*	68%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	79%	87%	*	*	*	87%	82%
Q37. Patient was always treated with respect and dignity while in hospital	83%	91%	*	*	*	85%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	89%	*	*	*	88%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	69%	73%	*	*	*	70%	71%

YOUR TREATMENT

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	84%	88%	*	*	*	93%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	87%	*	*	*	86%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	86%	*	*	*	88%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	76%	*	*	*	42%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	82%	*	*	*	91%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	80%	85%	*	*	*	83%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	86%	*	*	*	86%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	83%	*	*	*	88%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	73%	79%	*	*	*	40%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	75%	81%	*	*	*	82%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	66%	79%	*	*	*	77%	72%

'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	68%	75%	*	*	*	72%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	68%	*	*	*	63%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	82%	*	*	*	77%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	62%	*	*	*	56%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	59%	*	*	*	47%	52%

SUPPORT WHILE AT HOME

Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	55%	66%	*	*	*	58%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	51%	*	*	*	62%	46%

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	44%	45%	*	*	*	41%	44%
Q52. Patient has had a review of cancer care by GP practice	22%	26%	*	*	*	27%	24%

LIVING WITH AND BEYOND CANCER

Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	23%	29%	*	*	*	50%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	79%	*	*	*	79%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	66%	*	*	*	65%	62%

'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	88%	90%	*	*	*	82%	89%
Q57. Administration of care was very good or good	88%	88%	*	*	*	86%	88%
Q58. Cancer research opportunities were discussed with patient	54%	63%	*	*	*	55%	58%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	*	*	*	8.8	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	79%	70%	68%	54%	50%	73%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	71%	54%	58%	40%	57%	64%

DIAGNOSTIC TESTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	91%	91%	86%	92%	86%	90%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	71%	74%	73%	75%	78%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	67%	70%	85%	68%	70%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	70%	63%	73%	76%	70%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	89%	90%	88%	84%	92%	92%

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	73%	72%	78%	75%	82%	77%	74%
Q13. Patient was definitely told sensitively that they had cancer	73%	74%	67%	70%	68%	71%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	79%	64%	69%	80%	71%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	84%	81%	87%	78%	85%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	79%	78%	79%	84%	86%	80%

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q17. Patient had a main point of contact within the care team	91%	88%	93%	92%	91%	91%	91%
Q18. Patient found it very or quite easy to contact their main contact person	79%	79%	75%	83%	77%	82%	79%
Q19. Patient found advice from main contact person was very or quite helpful	93%	96%	88%	92%	100%	93%	93%

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	80%	79%	72%	73%	87%	75%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	71%	76%	68%	71%	76%	76%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	60%	78%	70%	83%	75%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	60%	59%	56%	71%	60%	57%

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%	66%	68%	79%	74%	73%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	93%	90%	94%	97%	90%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	98%	99%	100%	98%	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%	90%	88%	96%	93%	88%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	73%	64%	70%	80%	70%	73%
Q29. Patient was offered information about how to get financial help or benefits	74%	61%	66%	76%	77%	62%	72%

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	77%	73%	76%	77%	80%	78%	77%
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%	62%	52%	81%	56%	71%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	72%	76%	64%	72%	65%	69%	71%
Q34. Patient was always able to get help from ward staff when needed	70%	66%	67%	82%	70%	79%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	57%	36%	72%	67%	66%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	83%	71%	86%	79%	84%	82%
Q37. Patient was always treated with respect and dignity while in hospital	87%	85%	83%	91%	80%	86%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	82%	89%	86%	85%	89%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	59%	63%	72%	67%	71%	71%

Ethnicity tables

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

YOUR TREATMENT				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	73%	79%	88%	90%	89%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	88%	81%	74%	86%	92%	84%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	85%	88%	87%	90%	86%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	*	69%	76%	*	56%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	*	64%	87%	*	89%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	74%	78%	81%	79%	85%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	81%	70%	75%	88%	82%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	79%	82%	84%	80%	85%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	77%	50%	69%	81%	*	56%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	78%	*	64%	80%	*	83%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	72%	70%	67%	69%	69%	73%	72%

IMMEDIATE AND LONG-TERM SIDE EFFECTS				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	71%	68%	68%	85%	75%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	69%	61%	68%	62%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	60%	80%	77%	84%	82%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	57%	58%	65%	78%	59%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	53%	48%	52%	60%	54%	52%

SUPPORT WHILE AT HOME				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	56%	65%	57%	62%	55%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	19%	44%	41%	71%	54%	46%

CARE FROM YOUR GP PRACTICE				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	45%	43%	41%	47%	29%	46%	44%
Q52. Patient has had a review of cancer care by GP practice	21%	36%	32%	30%	19%	32%	24%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	27%	6%	18%	34%	16%	38%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	67%	70%	89%	65%	77%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	57%	57%	60%	63%	60%	62%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	89%	78%	89%	90%	98%	88%	89%
Q57. Administration of care was very good or good	88%	77%	89%	93%	96%	89%	88%
Q58. Cancer research opportunities were discussed with patient	58%	53%	58%	59%	66%	61%	58%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.4	8.5	8.6	8.8	8.7	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

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%	69%	81%	81%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	60%	63%	72%	66%	64%

DIAGNOSTIC TESTS

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	89%	92%	91%	90%	91%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	75%	76%	76%	80%	83%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	80%	77%	75%	74%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	75%	70%	75%	76%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	88%	93%	93%	95%	89%	92%

FINDING OUT THAT YOU HAD CANCER

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

SUPPORT FROM A MAIN CONTACT PERSON

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	92%	93%	92%	88%	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	81%	79%	81%	76%	77%	79%
Q19. Patient found advice from main contact person was very or quite helpful	92%	94%	94%	93%	92%	93%

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q20. Treatment options were explained in a way the patient could completely understand	76%	80%	76%	81%	81%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	71%	76%	76%	76%	81%	76%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	73%	80%	80%	83%	79%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	60%	60%	53%	54%	57%

CARE PLANNING

CARE PLANNING	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	70%	71%	71%	70%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	91%	92%	95%	92%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	99%	98%	100%	98%

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q27. Staff provided the patient with relevant information on available support	90%	93%	90%	90%	94%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	75%	76%	67%	76%	73%
Q29. Patient was offered information about how to get financial help or benefits	74%	70%	72%	76%	67%	72%

HOSPITAL CARE

HOSPITAL CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	72%	81%	74%	76%	80%	77%
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%	74%	68%	64%	62%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	73%	67%	74%	75%	71%
Q34. Patient was always able to get help from ward staff when needed	79%	76%	66%	68%	64%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	65%	59%	59%	61%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	85%	80%	80%	86%	82%
Q37. Patient was always treated with respect and dignity while in hospital	90%	91%	84%	80%	87%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	86%	83%	90%	79%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	70%	68%	73%	70%	75%	71%

IMD quintile tables

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

YOUR TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	82%	89%	88%	84%	84%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	90%	85%	84%	86%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	82%	90%	88%	83%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	71%	75%	77%	63%	82%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	85%	84%	86%	81%	73%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	83%	81%	79%	85%	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	84%	80%	82%	81%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	82%	91%	81%	77%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	73%	75%	74%	64%	81%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	77%	79%	80%	76%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	66%	72%	75%	73%	71%	72%

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	74%	73%	68%	67%	73%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	66%	68%	67%	64%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	79%	79%	81%	85%	86%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	65%	60%	58%	52%	54%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	53%	58%	49%	45%	52%

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	57%	64%	63%	53%	57%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	44%	48%	50%	50%	46%

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	47%	44%	47%	43%	36%	44%
Q52. Patient has had a review of cancer care by GP practice	24%	24%	26%	22%	21%	24%

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	18%	35%	28%	28%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	72%	77%	78%	76%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	64%	63%	60%	60%	62%

YOUR OVERALL NHS CARE

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q56. The whole care team worked well together	90%	91%	87%	86%	88%	89%
Q57. Administration of care was very good or good	92%	91%	87%	83%	84%	88%
Q58. Cancer research opportunities were discussed with patient	62%	55%	60%	57%	58%	58%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	8.8	8.7	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	73%	75%	73%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	67%	63%	64%

DIAGNOSTIC TESTS	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	91%	90%	88%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	77%	77%	85%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	77%	79%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	73%	76%	74%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	92%	93%	92%

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	74%	73%	76%	74%
Q13. Patient was definitely told sensitively that they had cancer	72%	71%	74%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	72%	74%	75%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	82%	88%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	79%	81%	85%	80%

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	92%	90%	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	79%	79%	76%	79%
Q19. Patient found advice from main contact person was very or quite helpful	94%	93%	88%	93%

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	78%	81%	77%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	77%	71%	76%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	81%	72%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	61%	52%	57%

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	69%	72%	76%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	86%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	97%	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	91%	93%	87%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	75%	72%	73%
Q29. Patient was offered information about how to get financial help or benefits	72%	74%	63%	72%

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	80%	77%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	64%	72%	73%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	75%	66%	71%
Q34. Patient was always able to get help from ward staff when needed	70%	73%	76%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	59%	65%	66%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	84%	87%	82%
Q37. Patient was always treated with respect and dignity while in hospital	86%	89%	76%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	90%	87%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	70%	72%	69%	71%

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

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	69%	73%	71%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	71%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	80%	84%	83%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	62%	56%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	57%	51%	52%

SUPPORT WHILE AT HOME	Long-term condition status			
	Yes	No	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	58%	60%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	51%	63%	46%

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	39%	52%	46%	44%
Q52. Patient has had a review of cancer care by GP practice	22%	26%	28%	24%

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	23%	31%	33%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	81%	78%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	62%	63%	62%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	88%	90%	89%	89%
Q57. Administration of care was very good or good	88%	88%	89%	88%
Q58. Cancer research opportunities were discussed with patient	58%	59%	55%	58%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	8.7	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	79%	70%	62%	75%	73%	74%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	53%	57%	67%	63%	64%

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	90%	91%	95%	90%	88%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	73%	71%	77%	85%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	78%	74%	77%	79%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	71%	64%	76%	74%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	93%	88%	92%	93%	92%

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	76%	73%	72%	73%	76%	74%
Q13. Patient was definitely told sensitively that they had cancer	74%	70%	70%	71%	74%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	70%	65%	74%	75%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	89%	81%	78%	82%	88%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	76%	77%	81%	85%	80%

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	93%	91%	91%	90%	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	81%	77%	79%	79%	76%	79%
Q19. Patient found advice from main contact person was very or quite helpful	95%	93%	91%	93%	88%	93%

Number of long-term conditions tables

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

DECIDING ON THE BEST TREATMENT

Number of long-term conditions

	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	74%	72%	81%	77%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	71%	74%	77%	71%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	77%	74%	81%	72%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	51%	52%	61%	52%	57%

CARE PLANNING

Number of long-term conditions

	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	72%	64%	66%	72%	76%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	94%	91%	94%	86%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	99%	98%	97%	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	93%	90%	85%	93%	87%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	67%	67%	75%	72%	73%
Q29. Patient was offered information about how to get financial help or benefits	78%	71%	60%	74%	63%	72%

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	79%	75%	65%	80%	77%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	63%	59%	72%	73%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	76%	68%	60%	75%	66%	71%
Q34. Patient was always able to get help from ward staff when needed	73%	67%	64%	73%	76%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	68%	53%	46%	65%	66%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	87%	82%	69%	84%	87%	82%
Q37. Patient was always treated with respect and dignity while in hospital	89%	87%	79%	89%	76%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	79%	83%	90%	87%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	70%	65%	72%	69%	71%

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

Number of long-term conditions tables

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS — Number of long-term conditions

	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	64%	66%	73%	71%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	55%	61%	71%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	78%	75%	84%	83%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	62%	51%	48%	62%	56%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	57%	42%	44%	57%	51%	52%

SUPPORT WHILE AT HOME — Number of long-term conditions

	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	67%	54%	55%	58%	60%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	52%	30%	33%	51%	63%	46%

CARE FROM YOUR GP PRACTICE — Number of long-term conditions

	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	43%	35%	37%	52%	46%	44%
Q52. Patient has had a review of cancer care by GP practice	22%	21%	23%	26%	28%	24%

LIVING WITH AND BEYOND CANCER — Number of long-term conditions

	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	18%	19%	31%	33%	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	71%	65%	81%	78%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	59%	57%	62%	63%	62%

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%	85%	90%	89%	89%
Q57. Administration of care was very good or good	91%	86%	84%	88%	89%	88%
Q58. Cancer research opportunities were discussed with patient	60%	56%	57%	59%	55%	58%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.7	8.6	8.8	8.7	8.8

Year on year charts

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

SUPPORT FROM YOUR GP PRACTICE
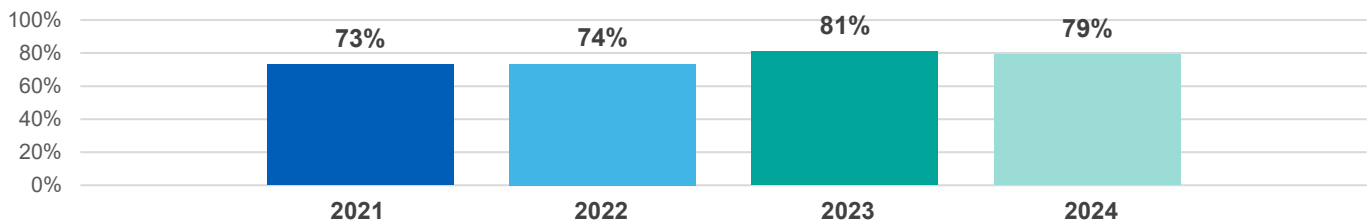
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis

2021	2022	2023	2024
73%	74%	77%	74%

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

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

DIAGNOSTIC TESTS

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

2021	2022	2023	2024
89%	91%	91%	91%

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

2021	2022	2023	2024
78%	79%	77%	77%

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

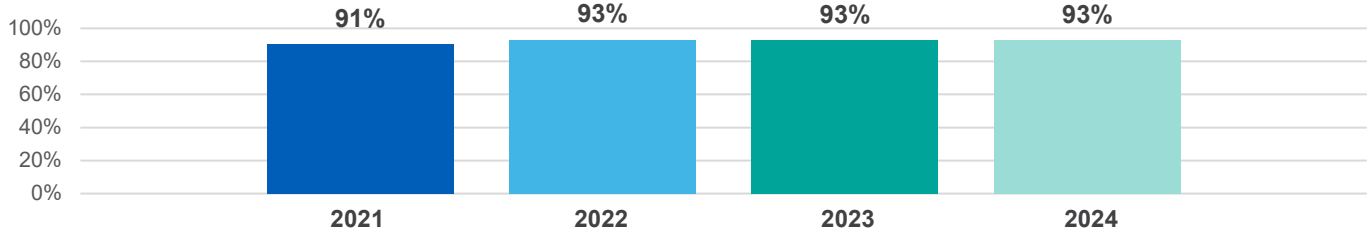| 2021	2022	2023	2024
80%	81%	76%	77%
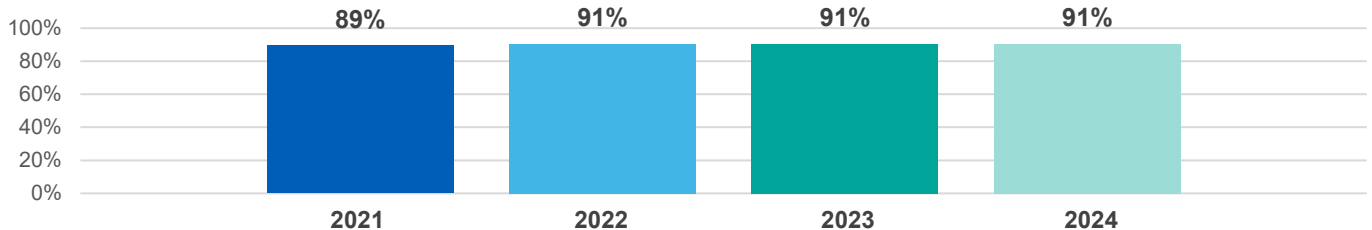
Year on year charts

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

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

2021	2022	2023	2024
72%	76%	73%	74%

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

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

FINDING OUT THAT YOU HAD CANCER

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

2021	2022	2023	2024
67%	70%	75%	74%

Q13. Patient was definitely told sensitively that they had cancer

2021	2022	2023	2024
69%	69%	72%	72%

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

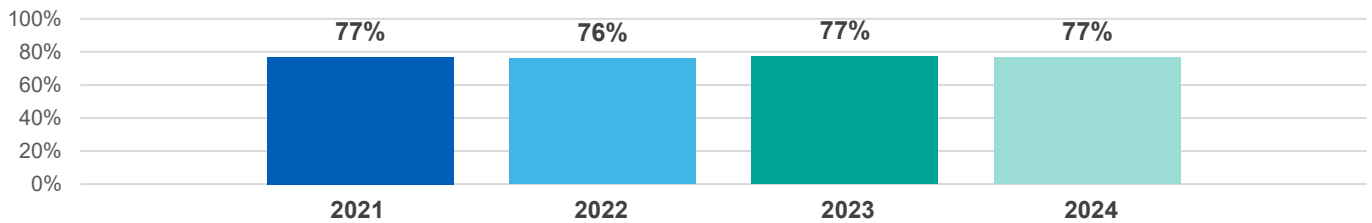| 2021	2022	2023	2024
72%	75%	74%	73%
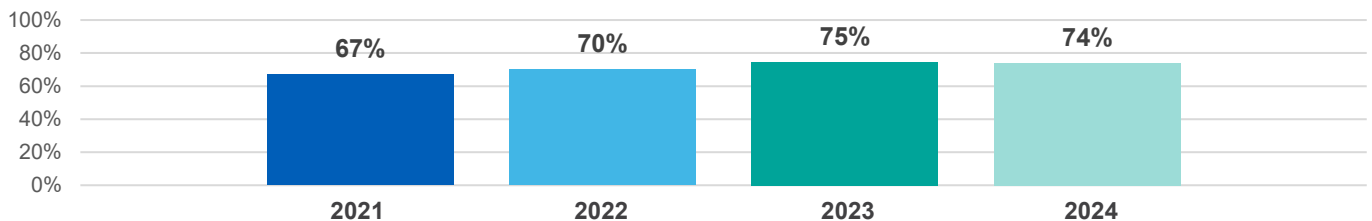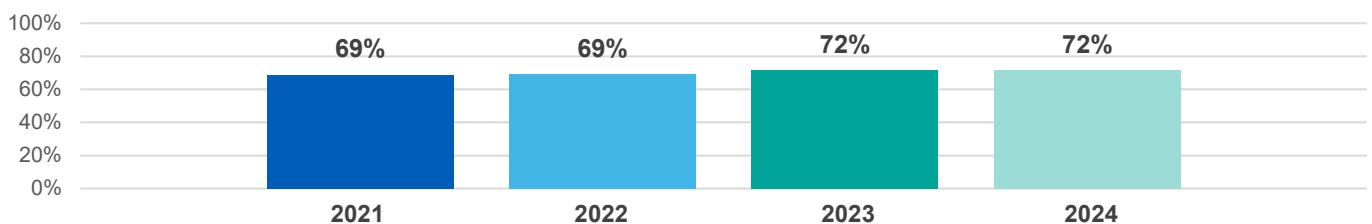
Year on year charts

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

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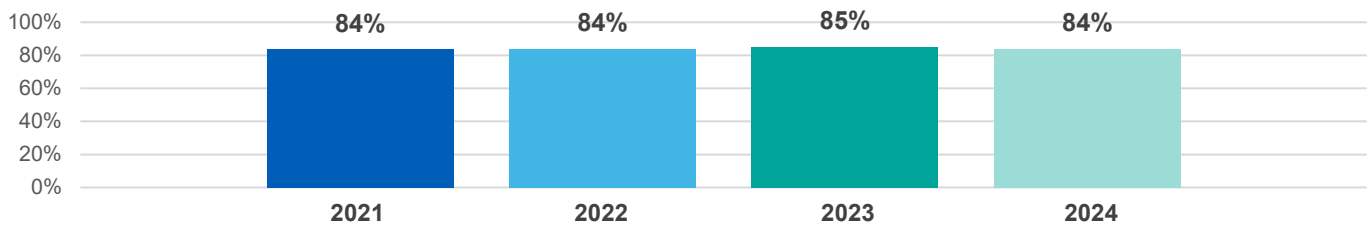
2021	2022	2023	2024
84%	84%	85%	84%

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

2021	2022	2023	2024
78%	82%	80%	80%

SUPPORT FROM A MAIN CONTACT PERSON

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

2021	2022	2023	2024
93%	94%	91%	91%

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

2021	2022	2023	2024
79%	78%	78%	79%

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

2021	2022	2023	2024
94%	95%	95%	93%
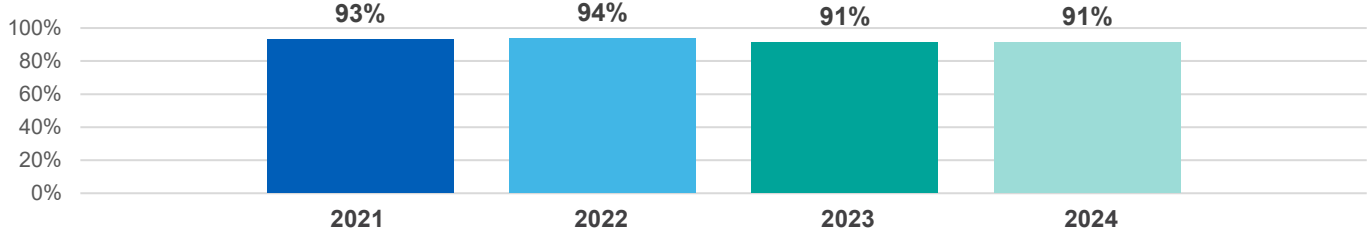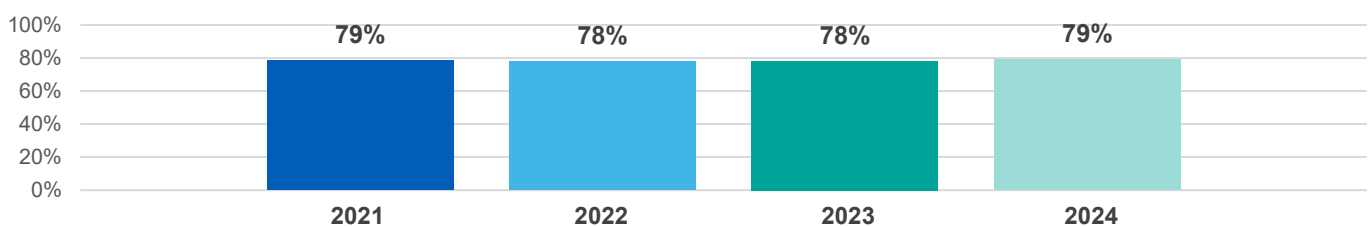
Year on year charts

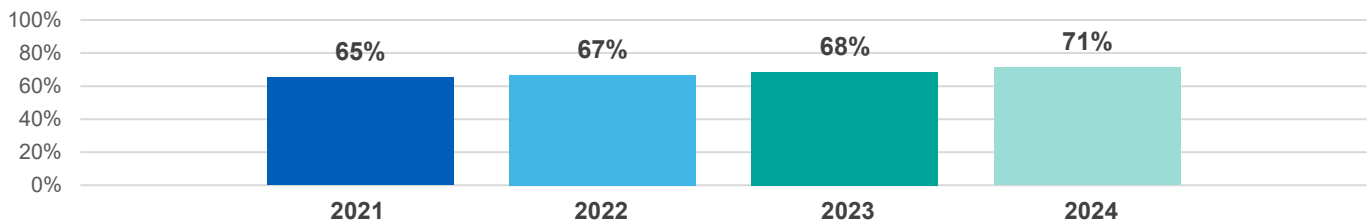|		
* Indicates where a score is not available due to suppression or a low base size.	- No score available.	The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

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

Year	Score
2021	79%
2022	80%
2023	78%
2024	79%

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

Year	Score
2021	74%
2022	74%
2023	75%
2024	76%

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

Year	Score
2021	73%
2022	74%
2023	81%
2024	79%

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

Year	Score
2021	-
2022	-
2023	55%
2024	57%

CARE PLANNING

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

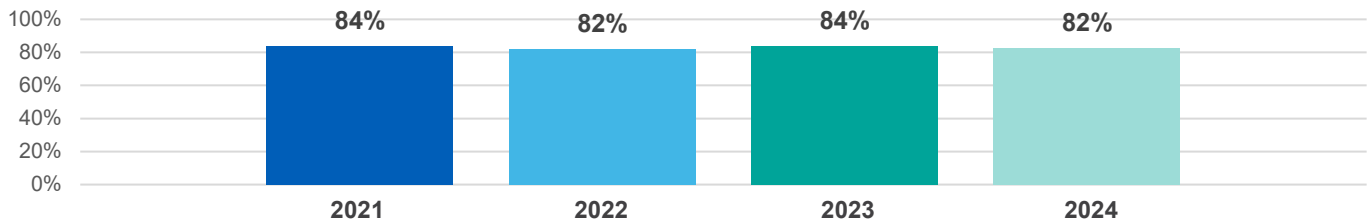| Year	Score
2021	67%
2022	69%
2023	70%
2024	70%

Year on year charts

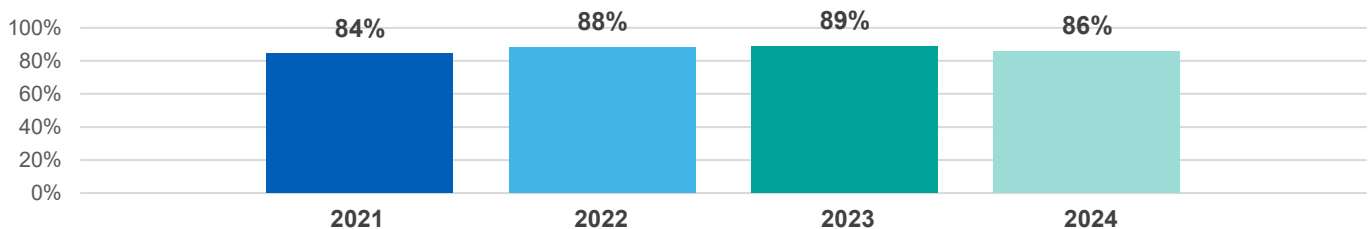| * | Indicates where a score is not available due to suppression or a low base size. | - No score available. | The scores are unadjusted and based on England scores only. |

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

Year	Score
2021	91%
2022	93%
2023	93%
2024	93%

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

Year	Score
2021	97%
2022	99%
2023	99%
2024	98%

SUPPORT FROM HOSPITAL STAFF

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

Year	Score
2021	87%
2022	89%
2023	89%
2024	91%

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

Year	Score
2021	69%
2022	70%
2023	70%
2024	73%

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

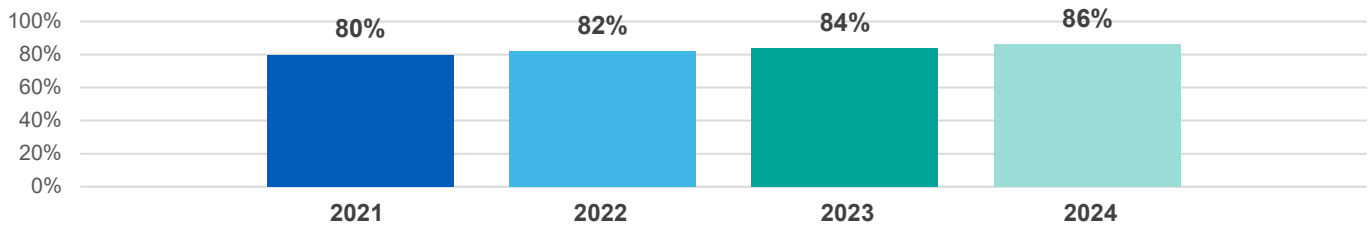| Year	Score
2021	65%
2022	65%
2023	68%
2024	72%
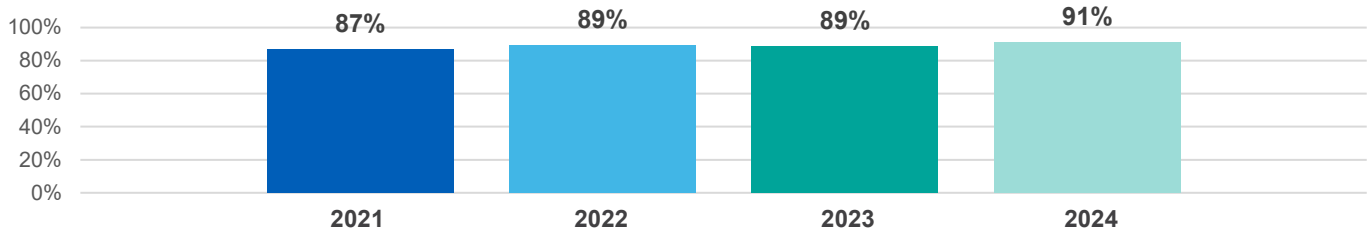
Year on year charts

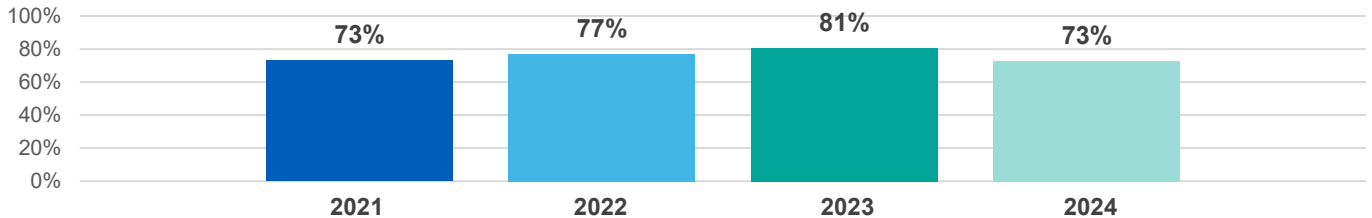| * | Indicates where a score is not available due to suppression or a low base size. | - | No score available. | The scores are unadjusted and based on England scores only. |

HOSPITAL CARE

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

Year	2021	2022	2023	2024
Score	77%	76%	77%	77%

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

Year	2021	2022	2023	2024
Score	53%	60%	71%	68%

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

Year	2021	2022	2023	2024
Score	65%	67%	68%	71%

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

Year	2021	2022	2023	2024
Score	70%	68%	73%	71%

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

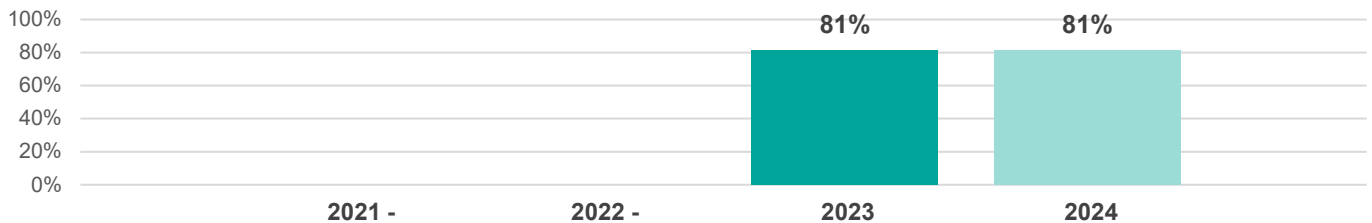| Year	2021	2022	2023	2024
Score	58%	57%	62%	62%

Year on year charts

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

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

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

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

2021	2022	2023	2024
84%	83%	87%	86%

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

2021	2022	2023	2024
84%	88%	89%	86%

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

2021	2022	2023	2024
68%	68%	72%	71%
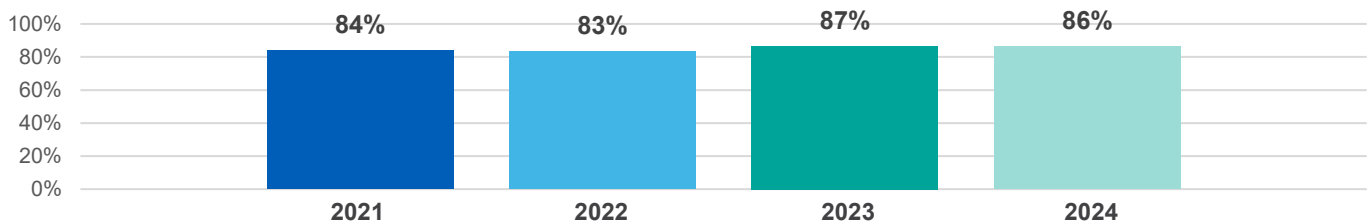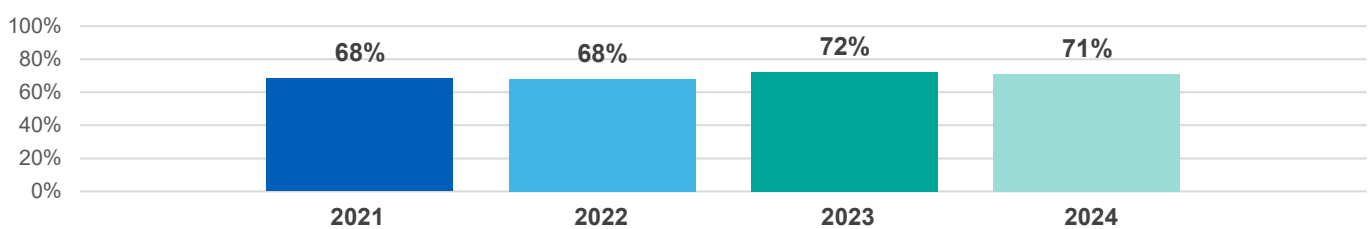
YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

2021	2022	2023	2024
85%	84%	87%	86%
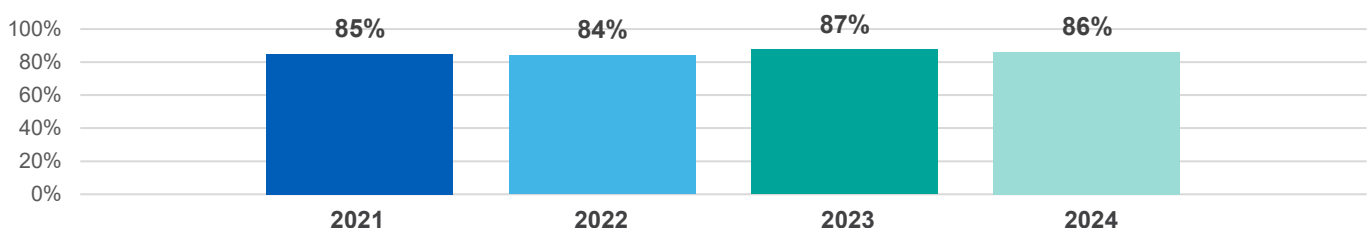
Year on year charts

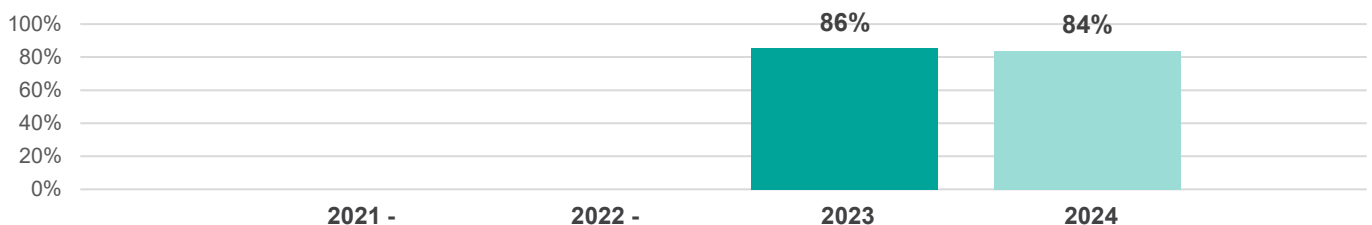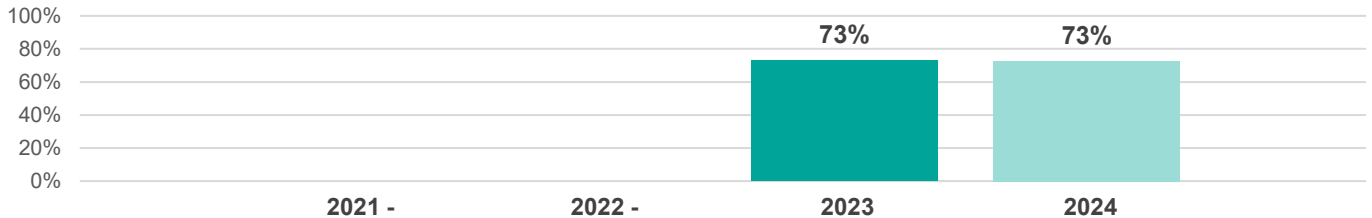| * | Indicates where a score is not available due to suppression or a low base size. | - | No score available. | | The scores are unadjusted and based on England scores only. |

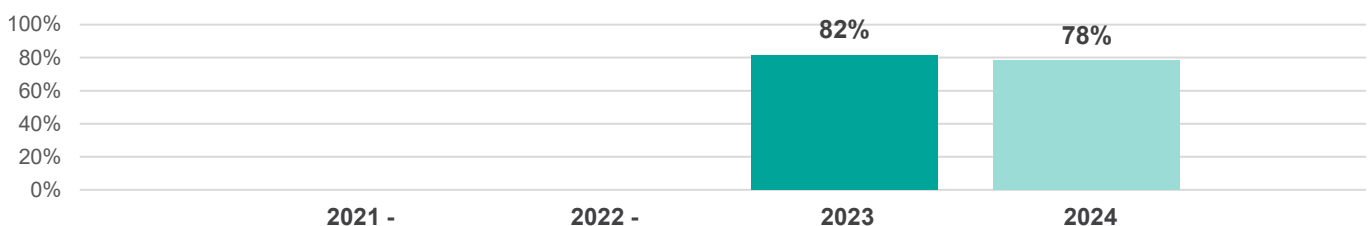## Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

2021	2022	2023	2024
80%	82%	84%	86%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

2021	2022	2023	2024
87%	86%	88%	86%

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

2021	2022	2023	2024
73%	77%	81%	73%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

2021	2022	2023	2024
78%	86%	84%	83%

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

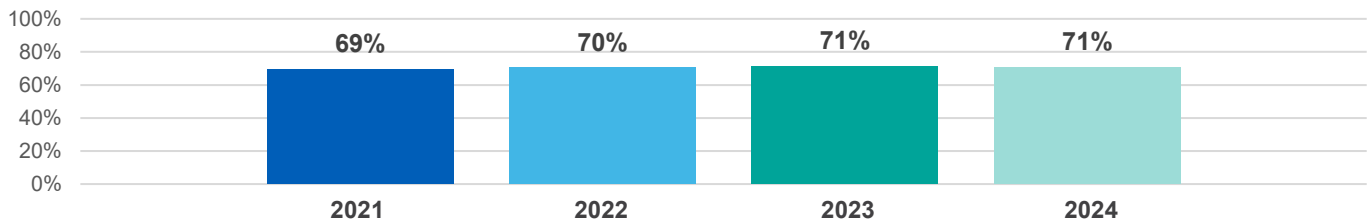| 2021 -	2022 -	2023	2024
		84%	82%

Year on year charts

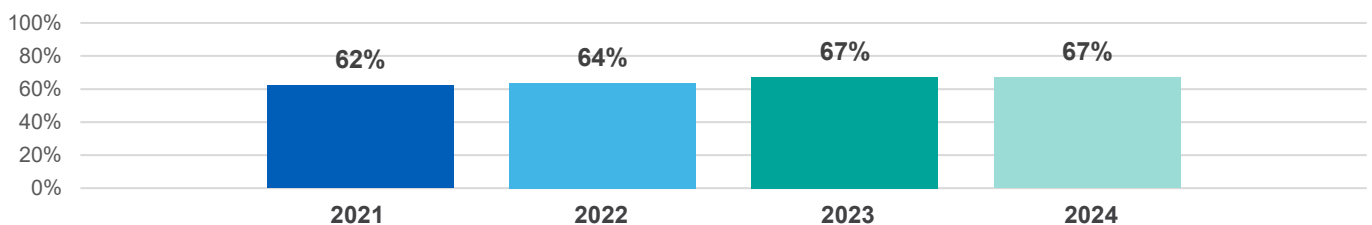| * | Indicates where a score is not available due to suppression or a low base size. | - | No score available. | The scores are unadjusted and based on England scores only. |

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

2021 -	2022 -	2023	2024
		81%	81%

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

2021 -	2022 -	2023	2024
		86%	84%

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

2021 -	2022 -	2023	2024
		73%	73%

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

2021 -	2022 -	2023	2024
		82%	78%

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

2021	2022	2023	2024
70%	70%	72%	72%

Year on year charts

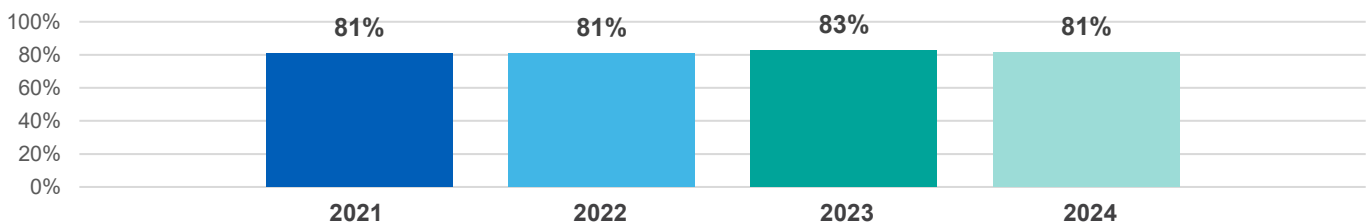| * | Indicates where a score is not available due to suppression or a low base size. | - | No score available. | The scores are unadjusted and based on England scores only. |

IMMEDIATE AND LONG-TERM SIDE EFFECTS

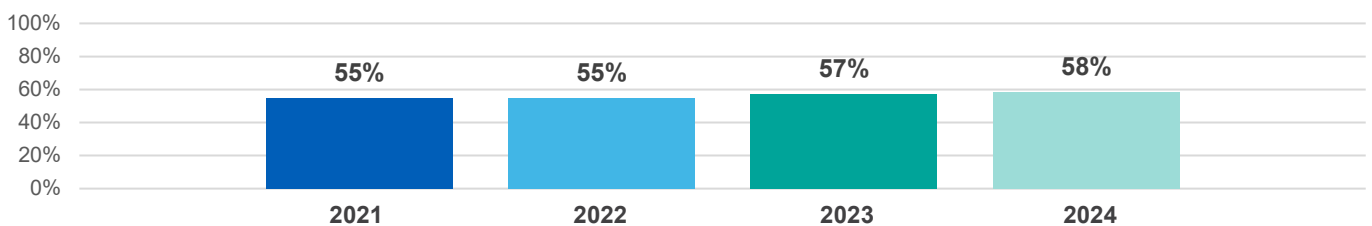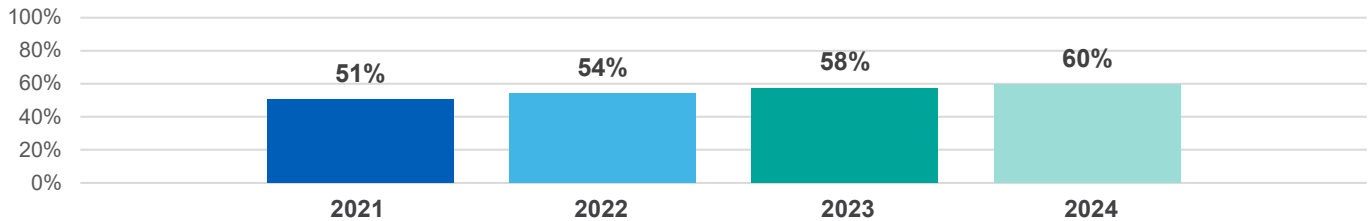Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

2021	2022	2023	2024
69%	70%	71%	71%

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

2021	2022	2023	2024
62%	64%	67%	67%

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

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

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

2021	2022	2023	2024
55%	55%	57%	58%

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

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

Year on year charts

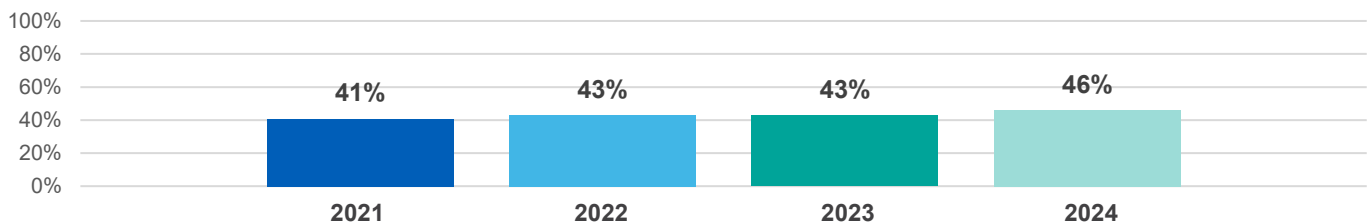| * | Indicates where a score is not available due to suppression or a low base size. | - | No score available. | | The scores are unadjusted and based on England scores only. |

SUPPORT WHILE AT HOME

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home
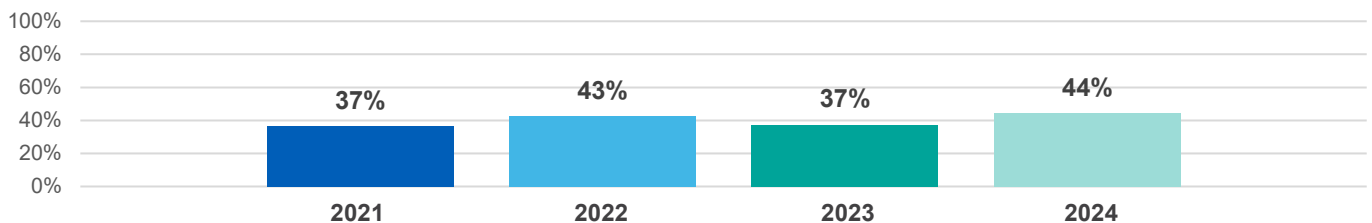
Year	Score
2021	51%
2022	54%
2023	58%
2024	60%

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

Year	Score
2021	41%
2022	43%
2023	43%
2024	46%

CARE FROM YOUR GP PRACTICE

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

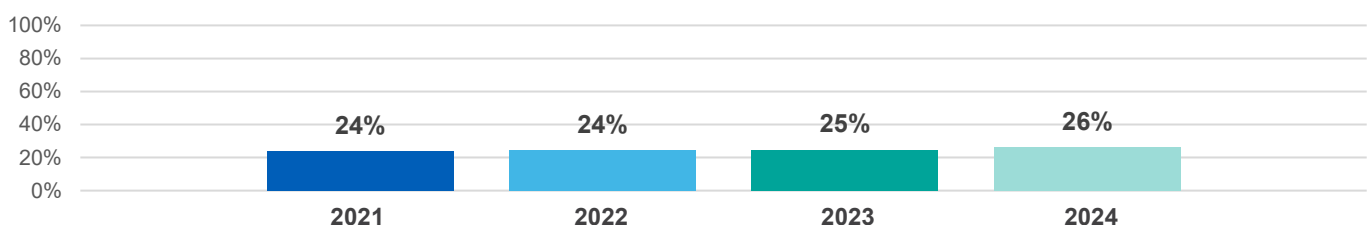| Year	Score
2021	37%
2022	43%
2023	37%
2024	44%

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

Year	Score
2021	18%
2022	19%
2023	21%
2024	24%

LIVING WITH AND BEYOND CANCER

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services
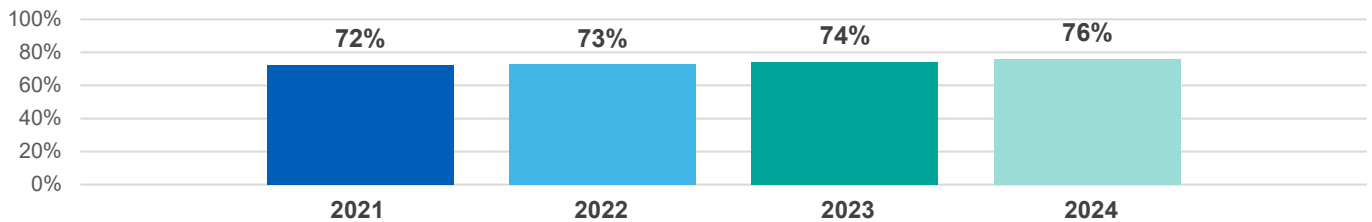
Year	Score
2021	24%
2022	24%
2023	25%
2024	26%

Year on year charts

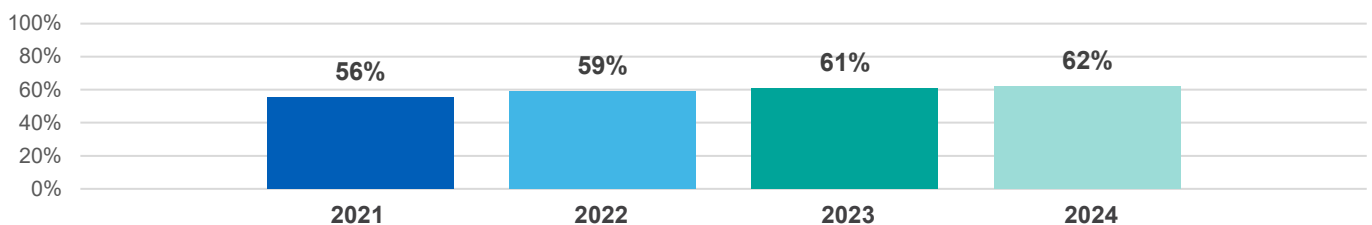|		
* Indicates where a score is not available due to suppression or a low base size.	- No score available.	The scores are unadjusted and based on England scores only.

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment
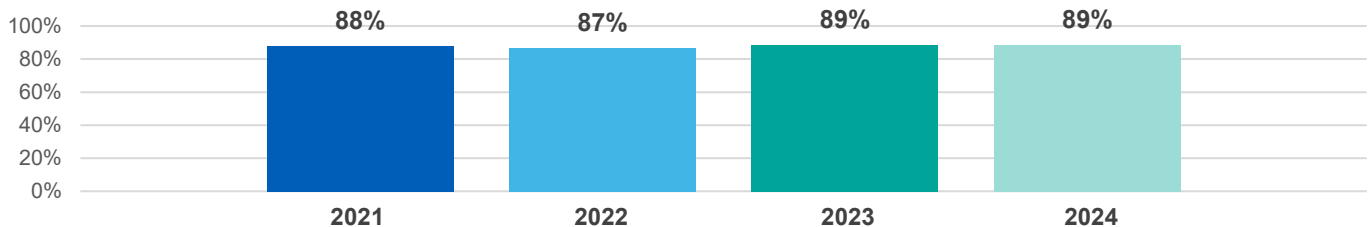
	2021	2022	2023	2024
	72%	73%	74%	76%

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

	2021	2022	2023	2024
	56%	59%	61%	62%

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

	2021	2022	2023	2024
	88%	87%	89%	89%

Q57. Administration of care was very good or good

	2021	2022	2023	2024
	87%	85%	87%	88%

Q58. Cancer research opportunities were discussed with patient

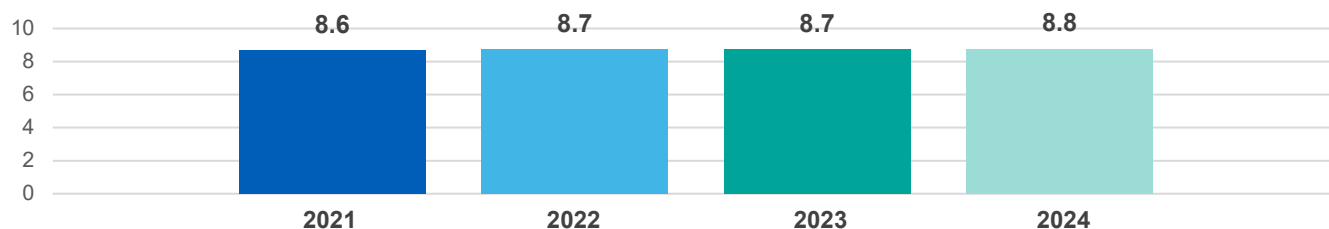|	2021	2022	2023	2024
	54%	52%	56%	58%
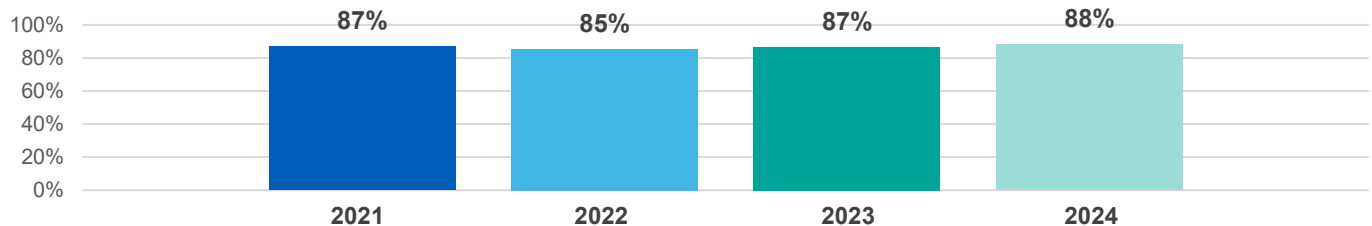
Year on year charts

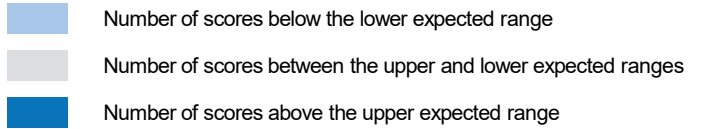| * | Indicates where a score is not available due to suppression or a low base size. | - | No score available. | The scores are unadjusted and based on England scores only. |

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

	8.6	8.7	8.7	8.8
	2021	**2022**	**2023**	**2024**

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
RP6	Moorfields Eye Hospital NHS Foundation Trust	2 · 49 · 1
RKE	Whittington Health NHS Trust	3 · 57 · 1
RRV	University College London Hospitals NHS Foundation Trust	9 · 47 · 5
RAN	Royal National Orthopaedic Hospital NHS Trust	7 · 47 · 1
RAP	North Middlesex University Hospital NHS Trust	24 · 37
RAL	Royal Free London NHS Foundation Trust	37 · 24