

National Cancer Patient Experience Survey

2024 Results

NHS North West 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	58%	38%	54%	46%

Executive summary

Questions below expected range

	Case mix adjusted scores			England score
	2024 score	Lower expected range	Upper expected range	
Q02. Patient only spoke to primary care professional once or twice before cancer diagnosis	75%	76%	82%	79%
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	80%	85%	83%
Q19. Patient found advice from main contact person was very or quite helpful	94%	94%	97%	96%
Q29. Patient was offered information about how to get financial help or benefits	66%	66%	78%	72%
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	84%	89%	87%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	68%	71%	82%	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	72%	73%	86%	79%
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	72%	77%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	67%	75%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	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	56%	57%	65%	61%
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	59%	59%	67%	63%

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

1,634 patients responded out of a total of 4,325 patients, resulting in a response rate of 38%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	4,608	4,325	1,634	38%
National	135,429	127,021	64,055	50%

Respondents by survey type

	Number of respondents
Paper	1,228
Online	399
Phone	6
Translation service	1
Total	1,634

Respondents by tumour group

	Number of respondents
Brain / CNS	4
Breast	356
Colorectal / LGT	155
Gynaecological	102
Haematological	266
Head and neck	42
Lung	132
Prostate	175
Sarcoma	8
Skin	46
Upper gastro	64
Urological	113
Other	171
Total	1,634

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	813
Irish	54
Gypsy or Irish Traveller	*
Roma	*
Any other White background	184
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	6
White and Black African	10
White and Asian	11
Any other Mixed / multiple ethnic background	8
Asian or Asian British	
Indian	152
Pakistani	25
Bangladeshi	*
Chinese	28
Any other Asian background	75
Black / African / Caribbean / Black British	
African	32
Caribbean	49
Any other Black / African / Caribbean background	8
Other Ethnic Group	
Arab	24
Any other ethnic group	15
Not given	
Not given	137
Total	1,634

Expected range charts

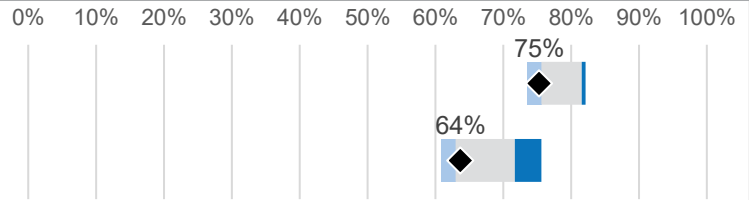
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

SUPPORT FROM YOUR GP PRACTICE

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

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



DIAGNOSTIC TESTS

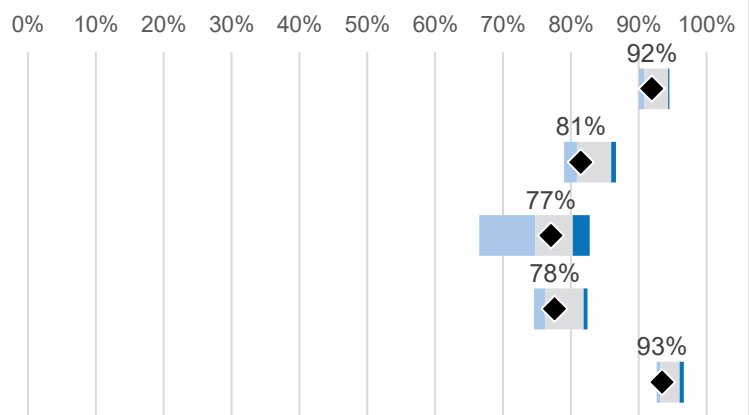
Q5. Patient received all the information needed about the diagnostic test in advance

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

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

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

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



FINDING OUT THAT YOU HAD CANCER

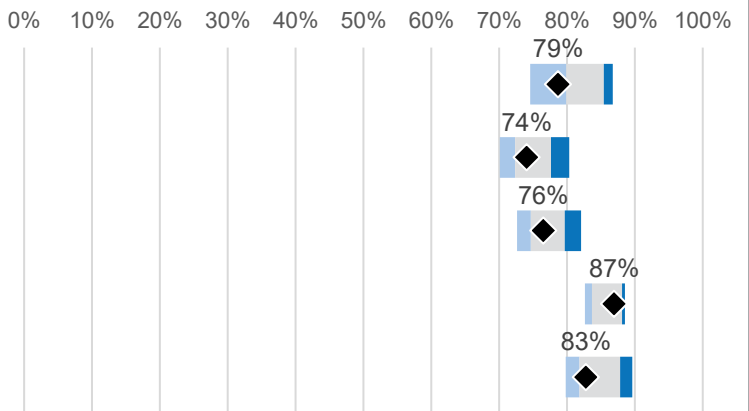
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

Q13. Patient was definitely told sensitively that they had cancer

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

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

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

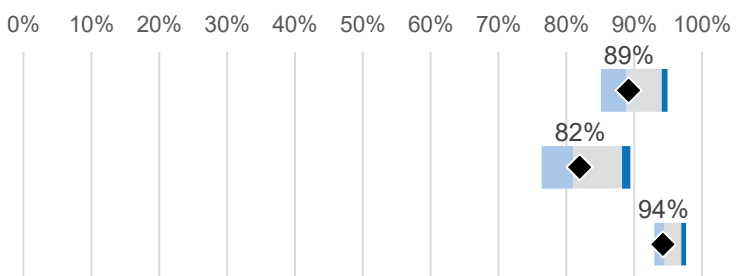


SUPPORT FROM A MAIN CONTACT PERSON

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

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

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



Expected range charts

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

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

DECIDING ON THE BEST TREATMENT

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

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

81%

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

78%

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

83%

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

55%

CARE PLANNING

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

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

72%

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

93%

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

99%

SUPPORT FROM HOSPITAL STAFF

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

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

91%

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

75%

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

66%

HOSPITAL CARE

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

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

78%

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

69%

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

70%

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

74%

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

89%



Expected range charts

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

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

HOSPITAL CARE CONTINUED

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

87%

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

77%

YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

88%

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

85%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

89%

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

75%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

82%

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

84%

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

82%

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

85%

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

68%

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

81%

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

72%

IMMEDIATE AND LONG-TERM SIDE EFFECTS

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

70%

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

66%

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

85%

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

56%

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

52%

Expected range charts

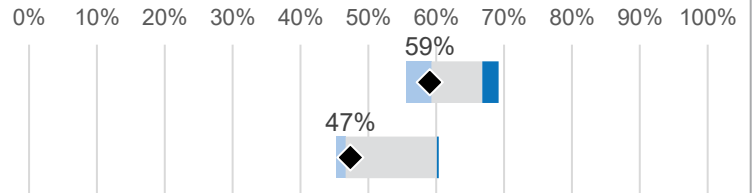
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

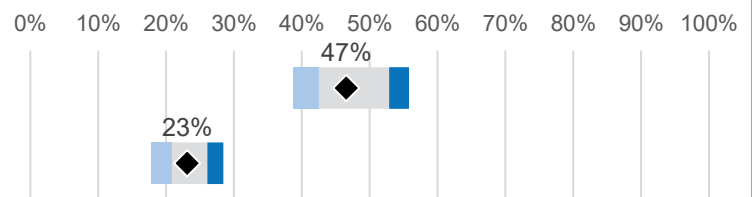
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services



CARE FROM YOUR GP PRACTICE

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

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

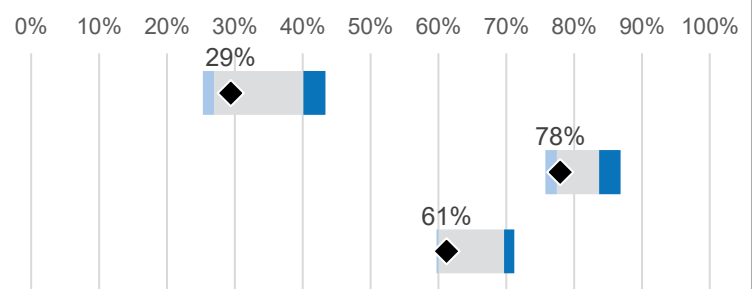


LIVING WITH AND BEYOND CANCER

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

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

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



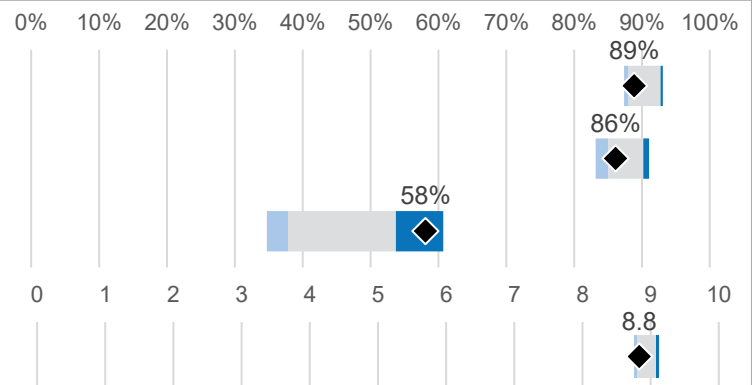
YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

Q57. Administration of care was very good or good

Q58. Cancer research opportunities were discussed with patient

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



Comparability tables

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

▲ or ▼

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

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

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	708	70%	730	71%			75%	76%	82%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	986	61%	986	61%			64%	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	1226	90%	1256	92%			92%	91%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1269	80%	1328	80%			81%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1278	77%	1329	76%		▼	77%	75%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	1276	73%	1331	76%			78%	76%	82%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1279	93%	1327	93%			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	1418	77%	1460	79%		▲	79%	80%	85%	83%
Q13. Patient was definitely told sensitively that they had cancer	1536	73%	1601	73%			74%	72%	78%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1556	74%	1616	76%			76%	75%	80%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1547	86%	1613	87%			87%	84%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	1340	82%	1406	83%			83%	82%	88%	85%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	1493	91%	1565	90%		▼	89%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	1230	79%	1279	81%			82%	81%	88%	85%
Q19. Patient found advice from main contact person was very or quite helpful	1287	94%	1337	94%			94%	94%	97%	96%

Comparability tables

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

▲ or ▼

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

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	1492	79%	1536	80%			81%	80%	86%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1547	76%	1596	77%			78%	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	1263	81%	1336	82%		▲	83%	82%	87%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	935	56%	1001	56%			55%	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	1400	69%	1433	72%			72%	69%	77%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	874	92%	922	93%			93%	92%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	700	99%	757	99%			99%	98%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	1321	90%	1389	91%			91%	90%	95%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1549	73%	1598	74%			75%	74%	81%	78%
Q29. Patient was offered information about how to get financial help or benefits	901	64%	893	65%			66%	66%	78%	72%

Comparability tables

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- No score available.

▲ or ▼

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

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			England score
	2023 n	2023 score	2024 n	2024 score	Change 2023-2024	Change overall	2024 score	Lower expected range	Upper expected range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	687	78%	751	78%			78%	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	572	69%	623	70%		▲	69%	67%	74%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	679	72%	742	70%			70%	68%	75%	72%
Q34. Patient was always able to get help from ward staff when needed	671	76%	738	76%			74%	71%	77%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	663	63%	714	62%			62%	61%	70%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	613	84%	673	82%			83%	82%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	688	89%	745	89%			89%	86%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	666	90%	736	88%			87%	85%	90%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1390	74%	1434	76%			77%	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	750	88%	819	88%			88%	88%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	742	85%	774	85%			85%	84%	88%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	439	86%	426	89%			89%	86%	92%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	257	77%	241	75%			75%	75%	85%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	269	81%	291	81%			82%	80%	88%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	740	84%	808	84%			84%	84%	89%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	741	80%	777	82%			82%	80%	85%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	431	83%	412	85%			85%	81%	88%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	252	72%	238	68%			68%	71%	82%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	268	77%	295	80%			81%	76%	85%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1471	70%	1569	70%			72%	73%	86%	79%

Comparability tables

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▲ or ▼

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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	1453	72%	1543	70%			70%	72%	77%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1349	66%	1464	66%			66%	67%	75%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1092	82%	1182	84%			85%	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	1400	58%	1437	57%			56%	57%	65%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1240	51%	1284	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	1026	61%	1115	60%			59%	59%	67%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	697	45%	691	47%			47%	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	892	45%	973	47%		▲	47%	42%	53%	48%
Q52. Patient has had a review of cancer care by GP practice	1426	24%	1450	25%		▲	23%	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	447	26%	395	28%			29%	27%	40%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	702	76%	731	77%			78%	77%	84%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1247	60%	1269	60%			61%	60%	70%	65%

Comparability tables

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▲ or ▼

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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	1469	92%	1505	89%	▼		89%	88%	93%	90%
Q57. Administration of care was very good or good	1531	87%	1586	87%			86%	85%	90%	88%
Q58. Cancer research opportunities were discussed with patient	946	56%	974	60%	▲	▲	58%	38%	54%	46%
Q59. Patient's average rating of care scored from very poor to very good	1498	8.8	1553	8.8			8.8	8.8	9.1	8.9

Tumour group tables

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SUPPORT FROM YOUR GP PRACTICE															Tumour group									
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All										
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	87%	67%	67%	54%	70%	58%	80%	*	85%	67%	67%	65%	71%										
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	67%	50%	63%	52%	68%	57%	69%	*	71%	63%	51%	64%	61%										

DIAGNOSTIC TESTS	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	90%	97%	88%	92%	89%	93%	93%	*	89%	89%	90%	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	82%	85%	77%	76%	80%	76%	81%	*	92%	79%	80%	79%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	73%	80%	79%	81%	80%	69%	80%	*	78%	79%	73%	73%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	77%	79%	77%	75%	85%	78%	74%	*	84%	71%	75%	67%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	95%	94%	95%	90%	98%	92%	95%	*	95%	89%	92%	91%	93%

FINDING OUT THAT YOU HAD CANCER														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	81%	84%	84%	80%	73%	77%	74%	*	61%	81%	72%	79%	79%
Q13. Patient was definitely told sensitively that they had cancer	*	72%	70%	73%	75%	83%	75%	75%	*	73%	74%	76%	70%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	75%	80%	72%	71%	85%	73%	81%	*	80%	83%	77%	70%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	88%	87%	89%	84%	88%	87%	89%	*	89%	83%	88%	85%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	*	85%	79%	90%	80%	95%	84%	86%	*	88%	90%	77%	76%	83%

Tumour group tables

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SUPPORT FROM A MAIN CONTACT PERSON														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q17. Patient had a main point of contact within the care team	*	91%	95%	95%	94%	87%	91%	83%	*	84%	95%	86%	84%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	78%	80%	81%	85%	86%	87%	81%	*	78%	80%	76%	81%	81%
Q19. Patient found advice from main contact person was very or quite helpful	*	92%	94%	98%	93%	97%	97%	96%	*	93%	97%	94%	93%	94%

DECIDING ON THE BEST TREATMENT														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q20. Treatment options were explained in a way the patient could completely understand	*	79%	85%	76%	81%	90%	81%	77%	*	88%	77%	81%	78%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	77%	80%	78%	74%	78%	83%	79%	*	85%	74%	79%	71%	77%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	80%	81%	88%	80%	82%	88%	81%	*	81%	83%	85%	77%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	56%	54%	61%	60%	52%	59%	57%	*	48%	53%	51%	51%	56%

CARE PLANNING														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	72%	80%	68%	74%	69%	73%	74%	*	74%	70%	65%	66%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	92%	91%	95%	94%	100%	95%	95%	*	100%	93%	90%	92%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	99%	100%	98%	100%	100%	98%	99%	*	100%	100%	100%	96%	99%

SUPPORT FROM HOSPITAL STAFF														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q27. Staff provided the patient with relevant information on available support	*	91%	92%	91%	92%	89%	94%	89%	*	93%	89%	88%	90%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	72%	76%	70%	78%	70%	79%	76%	*	73%	75%	77%	65%	74%
Q29. Patient was offered information about how to get financial help or benefits	*	67%	70%	56%	65%	69%	70%	59%	*	46%	67%	63%	61%	65%

Tumour group tables

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HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	79%	83%	70%	78%	72%	76%	87%	*	*	88%	75%	72%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	70%	73%	69%	75%	68%	73%	66%	*	*	77%	72%	60%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	78%	63%	58%	75%	66%	72%	69%	*	*	69%	77%	64%	70%
Q34. Patient was always able to get help from ward staff when needed	*	79%	76%	73%	81%	71%	71%	74%	*	*	84%	75%	67%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	67%	57%	60%	64%	69%	61%	66%	*	*	71%	55%	53%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	83%	84%	78%	84%	83%	81%	85%	*	*	93%	79%	75%	82%
Q37. Patient was always treated with respect and dignity while in hospital	*	91%	87%	82%	90%	81%	86%	97%	*	*	94%	91%	84%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	91%	85%	86%	87%	84%	90%	89%	*	*	84%	93%	84%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	75%	77%	72%	77%	74%	84%	77%	*	72%	81%	77%	67%	76%

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	*	92%	89%	81%	95%	84%	84%	93%	*	81%	88%	90%	77%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	85%	90%	87%	84%	90%	91%	81%	*	*	78%	87%	84%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	87%	92%	94%	95%	92%	97%	85%	*	*	100%	*	84%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	75%	*	*	*	*	*	75%	*	*	*	*	71%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	76%	*	50%	86%	*	87%	*	*	87%	71%	94%	78%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	86%	87%	83%	90%	81%	81%	85%	*	78%	84%	89%	70%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	79%	86%	86%	82%	*	86%	81%	*	*	90%	77%	78%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	83%	84%	90%	95%	88%	97%	88%	*	*	82%	*	71%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	67%	*	*	*	*	*	73%	*	*	*	*	57%	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	73%	*	77%	83%	*	89%	*	*	73%	86%	94%	70%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	67%	74%	55%	74%	68%	73%	84%	*	76%	72%	76%	58%	70%

Tumour group tables

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

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	67%	76%	71%	70%	79%	73%	72%	*	68%	70%	69%	62%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	61%	75%	70%	68%	73%	71%	63%	*	69%	65%	72%	56%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	87%	85%	85%	87%	88%	85%	82%	*	84%	87%	82%	74%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	58%	59%	55%	57%	71%	55%	67%	*	62%	53%	53%	45%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	51%	55%	51%	58%	63%	51%	51%	*	48%	60%	52%	42%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	57%	64%	51%	66%	58%	61%	60%	*	70%	71%	58%	51%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	49%	48%	44%	43%	63%	52%	43%	*	58%	48%	42%	42%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	51%	42%	50%	46%	54%	38%	52%	*	39%	40%	43%	46%
Q52. Patient has had a review of cancer care by GP practice	*	26%	21%	32%	25%	35%	23%	29%	*	18%	25%	22%	21%

Tumour group tables

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

LIVING WITH AND BEYOND CANCER	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	31%	38%	27%	29%	50%	14%	22%	*	*	31%	25%	24%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	73%	75%	81%	86%	87%	76%	81%	*	77%	78%	73%	69%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	58%	61%	53%	69%	63%	63%	56%	*	82%	59%	59%	53%	60%

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	*	92%	90%	86%	89%	84%	87%	91%	*	90%	89%	89%	85%	89%
Q57. Administration of care was very good or good	*	89%	89%	83%	89%	88%	86%	87%	*	87%	84%	82%	82%	87%
Q58. Cancer research opportunities were discussed with patient	*	59%	65%	59%	63%	43%	57%	62%	*	27%	67%	58%	61%	60%
Q59. Patient's average rating of care scored from very poor to very good	*	8.7	8.8	8.6	9.0	9.0	9.0	8.7	*	8.8	8.7	8.9	8.6	8.8

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	64%	72%	73%	68%	73%	72%	71%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	60%	67%	62%	59%	58%	63%	61%

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	*	93%	92%	88%	95%	92%	91%	91%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	71%	80%	75%	78%	81%	82%	81%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	73%	73%	67%	74%	77%	81%	82%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	60%	88%	69%	78%	76%	76%	79%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	93%	100%	89%	95%	93%	92%	97%	93%

FINDING OUT THAT YOU HAD CANCER									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	75%	82%	75%	79%	78%	79%	83%	79%
Q13. Patient was definitely told sensitively that they had cancer	*	75%	74%	66%	72%	74%	75%	81%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	69%	78%	72%	75%	77%	76%	77%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	63%	92%	82%	85%	87%	89%	95%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	*	80%	78%	83%	85%	82%	83%	87%	83%

SUPPORT FROM A MAIN CONTACT PERSON									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	94%	87%	91%	92%	89%	90%	84%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	73%	85%	77%	83%	82%	78%	85%	81%
Q19. Patient found advice from main contact person was very or quite helpful	*	93%	93%	91%	95%	95%	94%	97%	94%

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	*	87%	81%	77%	79%	81%	80%	85%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	75%	87%	76%	77%	77%	77%	82%	77%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	80%	83%	77%	81%	80%	85%	92%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	50%	55%	52%	62%	54%	54%	60%	56%

Age group tables

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

CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	60%	88%	69%	72%	69%	74%	75%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	100%	100%	93%	93%	91%	94%	96%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	100%	100%	98%	99%	99%	98%	99%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	93%	86%	89%	94%	92%	86%	95%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	75%	80%	67%	73%	74%	78%	73%	74%
Q29. Patient was offered information about how to get financial help or benefits	*	85%	70%	63%	75%	64%	51%	52%	65%

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	*	79%	75%	78%	73%	78%	82%	89%	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	*	58%	61%	66%	72%	69%	72%	85%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	79%	78%	75%	69%	68%	67%	78%	70%
Q34. Patient was always able to get help from ward staff when needed	*	64%	71%	80%	74%	77%	77%	75%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	57%	63%	65%	63%	60%	57%	75%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	86%	77%	74%	84%	84%	84%	84%	82%
Q37. Patient was always treated with respect and dignity while in hospital	*	92%	88%	92%	82%	91%	90%	92%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	77%	94%	87%	89%	88%	85%	89%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	80%	76%	73%	75%	77%	73%	88%	76%

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	*	*	83%	86%	89%	85%	93%	85%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	77%	91%	82%	86%	86%	85%	85%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	86%	85%	88%	87%	96%	93%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	79%	56%	81%	72%	88%	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	89%	74%	79%	79%	88%	*	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	87%	84%	87%	79%	86%	82%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	75%	86%	82%	85%	83%	79%	79%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	87%	80%	81%	86%	92%	79%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	71%	51%	75%	63%	81%	*	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	78%	81%	81%	79%	82%	*	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	47%	58%	61%	70%	70%	75%	83%	70%

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	*	87%	81%	66%	77%	69%	63%	69%	70%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	67%	74%	63%	69%	69%	60%	64%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	87%	91%	83%	87%	85%	77%	92%	84%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	57%	67%	58%	62%	56%	53%	47%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	57%	56%	49%	56%	54%	47%	44%	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	*	55%	59%	57%	61%	60%	59%	65%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	41%	38%	53%	50%	39%	51%	47%

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	*	*	55%	50%	49%	46%	42%	47%	47%
Q52. Patient has had a review of cancer care by GP practice	*	54%	36%	23%	24%	25%	25%	25%	25%

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	*	*	24%	17%	34%	32%	20%	40%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	73%	75%	74%	76%	77%	77%	91%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	62%	54%	58%	62%	60%	62%	60%	60%

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	*	100%	90%	87%	87%	89%	91%	91%	89%
Q57. Administration of care was very good or good	*	100%	91%	86%	86%	87%	87%	88%	87%
Q58. Cancer research opportunities were discussed with patient	*	67%	74%	58%	61%	61%	56%	50%	60%
Q59. Patient's average rating of care scored from very poor to very good	*	9.1	8.7	8.6	8.8	8.8	8.8	8.9	8.8

‘Which of the following best describes you?’ tables

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

SUPPORT FROM YOUR GP PRACTICE							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	71%	69%	*	*	*	75%	71%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	60%	*	*	*	68%	61%

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%	*	*	*	91%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	81%	*	*	*	79%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	79%	*	*	*	73%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	76%	*	*	*	76%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	93%	*	*	*	89%	93%

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	79%	79%	*	*	*	80%	79%
Q13. Patient was definitely told sensitively that they had cancer	71%	76%	*	*	*	74%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	72%	80%	*	*	*	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	87%	*	*	*	88%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	83%	*	*	*	88%	83%

SUPPORT FROM A MAIN CONTACT PERSON							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	92%	88%	*	*	*	88%	90%
Q18. Patient found it very or quite easy to contact their main contact person	80%	82%	*	*	*	72%	81%
Q19. Patient found advice from main contact person was very or quite helpful	93%	96%	*	*	*	90%	94%

‘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	79%	81%	*	*	*	83%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	79%	*	*	*	77%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	83%	*	*	*	82%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	58%	*	*	*	43%	56%

CARE PLANNING							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	74%	*	*	*	71%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	96%	*	*	*	91%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	*	*	*	100%	99%

SUPPORT FROM HOSPITAL STAFF							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	92%	*	*	*	88%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	79%	*	*	*	78%	74%
Q29. Patient was offered information about how to get financial help or benefits	63%	68%	*	*	*	55%	65%

‘Which of the following best describes you?’ tables

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

HOSPITAL CARE							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	82%	*	*	*	88%	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	66%	75%	*	*	*	71%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	72%	*	*	*	58%	70%
Q34. Patient was always able to get help from ward staff when needed	74%	78%	*	*	*	79%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	59%	66%	*	*	*	50%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	83%	*	*	*	76%	82%
Q37. Patient was always treated with respect and dignity while in hospital	87%	91%	*	*	*	88%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	88%	*	*	*	83%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	79%	*	*	*	72%	76%

YOUR TREATMENT							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	89%	*	*	*	89%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	87%	*	*	*	88%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	89%	*	*	*	100%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	78%	*	*	*	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	78%	86%	*	*	*	*	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	86%	*	*	*	82%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	86%	*	*	*	82%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	87%	*	*	*	86%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	65%	75%	*	*	*	*	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	76%	85%	*	*	*	*	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	65%	77%	*	*	*	68%	70%

‘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	67%	72%	*	*	*	75%	70%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	64%	69%	*	*	*	62%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	85%	*	*	*	77%	84%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	60%	*	*	*	56%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	55%	*	*	*	58%	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%	*	*	*	60%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	53%	*	*	*	38%	47%

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	46%	47%	*	*	*	44%	47%
Q52. Patient has had a review of cancer care by GP practice	26%	25%	*	*	*	20%	25%

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	28%	29%	*	*	*	28%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	74%	82%	*	*	*	77%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	65%	*	*	*	63%	60%

‘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%	*	*	*	90%	89%
Q57. Administration of care was very good or good	86%	88%	*	*	*	83%	87%
Q58. Cancer research opportunities were discussed with patient	59%	61%	*	*	*	59%	60%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	*	*	*	8.6	8.8

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	57%	55%	54%	62%	73%	71%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	71%	51%	55%	50%	61%	61%

DIAGNOSTIC TESTS		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	87%	88%	90%	97%	95%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	72%	77%	68%	79%	79%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	69%	73%	78%	79%	75%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	71%	73%	71%	77%	78%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	88%	95%	92%	91%	90%	93%

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	77%	80%	83%	79%	86%	81%	79%
Q13. Patient was definitely told sensitively that they had cancer	74%	75%	72%	69%	68%	77%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	76%	72%	70%	68%	81%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	88%	89%	88%	79%	88%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	80%	85%	83%	91%	84%	83%

SUPPORT FROM A MAIN CONTACT PERSON		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	90%	91%	92%	88%	92%	85%	90%
Q18. Patient found it very or quite easy to contact their main contact person	82%	81%	76%	78%	91%	82%	81%
Q19. Patient found advice from main contact person was very or quite helpful	94%	100%	93%	93%	97%	93%	94%

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	82%	68%	78%	73%	77%	81%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	60%	75%	73%	85%	79%	77%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	65%	83%	69%	76%	82%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	57%	65%	58%	44%	67%	49%	56%

Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	73%	63%	66%	66%	81%	74%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	86%	92%	89%	100%	97%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	100%	95%	96%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	92%	93%	87%	89%	94%	91%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	71%	73%	71%	62%	75%	74%
Q29. Patient was offered information about how to get financial help or benefits	66%	79%	62%	68%	61%	56%	65%

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	80%	87%	72%	62%	84%	89%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	71%	69%	69%	65%	70%	72%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	67%	71%	57%	80%	64%	70%
Q34. Patient was always able to get help from ward staff when needed	76%	87%	74%	70%	80%	77%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	65%	57%	58%	48%	68%	52%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	93%	79%	64%	68%	80%	82%
Q37. Patient was always treated with respect and dignity while in hospital	89%	93%	90%	81%	84%	87%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	100%	86%	81%	92%	83%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	75%	71%	69%	87%	72%	76%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	87%	87%	77%	85%	95%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	85%	80%	85%	95%	92%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	*	86%	87%	91%	91%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	*	66%	75%	*	72%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	*	88%	70%	*	93%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	80%	84%	76%	96%	84%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	75%	80%	85%	95%	87%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	86%	*	82%	91%	73%	86%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	67%	*	76%	75%	*	72%	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	80%	*	83%	73%	*	100%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	59%	66%	68%	58%	69%	70%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	65%	70%	61%	74%	73%	70%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	65%	66%	53%	56%	65%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	83%	85%	81%	77%	77%	84%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	63%	58%	45%	59%	57%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	46%	52%	36%	49%	60%	52%

SUPPORT WHILE AT HOME	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	55%	63%	42%	70%	59%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	47%	43%	28%	50%	47%	47%

CARE FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	47%	42%	48%	40%	36%	51%	47%
Q52. Patient has had a review of cancer care by GP practice	23%	29%	31%	31%	18%	30%	25%

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	30%	*	27%	27%	36%	23%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	86%	71%	61%	79%	75%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	56%	56%	55%	56%	61%	60%

YOUR OVERALL NHS CARE							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	89%	91%	87%	85%	94%	92%	89%
Q57. Administration of care was very good or good	86%	91%	88%	87%	97%	86%	87%
Q58. Cancer research opportunities were discussed with patient	57%	62%	64%	67%	70%	68%	60%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	8.4	8.5	8.9	8.8	8.8

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	69%	70%	71%	70%	74%	71%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	61%	59%	58%	68%	61%

DIAGNOSTIC TESTS						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	92%	90%	93%	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	81%	75%	84%	83%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	75%	76%	77%	77%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	76%	77%	75%	74%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	89%	92%	93%	95%	93%	93%

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	81%	80%	77%	80%	76%	79%
Q13. Patient was definitely told sensitively that they had cancer	69%	76%	71%	74%	76%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	78%	76%	73%	73%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	88%	87%	86%	90%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	85%	80%	84%	84%	83%

SUPPORT FROM A MAIN CONTACT PERSON						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q17. Patient had a main point of contact within the care team	87%	92%	89%	92%	88%	90%
Q18. Patient found it very or quite easy to contact their main contact person	81%	84%	78%	83%	78%	81%
Q19. Patient found advice from main contact person was very or quite helpful	96%	95%	93%	95%	92%	94%

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q20. Treatment options were explained in a way the patient could completely understand	75%	79%	82%	81%	82%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	72%	77%	79%	75%	82%	77%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	81%	80%	81%	86%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53%	52%	60%	60%	47%	56%

CARE PLANNING	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	74%	69%	72%	75%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	95%	92%	93%	93%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	98%	100%	100%	100%	99%

SUPPORT FROM HOSPITAL STAFF	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q27. Staff provided the patient with relevant information on available support	95%	91%	87%	92%	92%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	75%	71%	77%	74%	74%
Q29. Patient was offered information about how to get financial help or benefits	63%	64%	64%	67%	63%	65%

HOSPITAL CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	79%	77%	83%	73%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	70%	70%	74%	67%	67%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	72%	69%	74%	65%	70%
Q34. Patient was always able to get help from ward staff when needed	76%	77%	73%	78%	74%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	59%	60%	64%	62%	66%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	75%	83%	83%	84%	86%	82%
Q37. Patient was always treated with respect and dignity while in hospital	84%	91%	86%	91%	90%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	90%	86%	88%	85%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	77%	75%	76%	78%	76%

IMD quintile tables

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

YOUR TREATMENT	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	91%	86%	87%	89%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	89%	88%	81%	84%	86%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	92%	93%	86%	89%	89%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	82%	71%	72%	78%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	85%	83%	73%	85%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	85%	82%	84%	82%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	89%	83%	78%	82%	84%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	87%	89%	80%	87%	82%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	66%	69%	68%	70%	66%	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	88%	78%	81%	77%	81%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	67%	66%	72%	76%	68%	70%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	75%	70%	69%	69%	68%	70%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	68%	63%	69%	62%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	86%	80%	87%	86%	84%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	57%	55%	58%	55%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	59%	54%	49%	54%	43%	52%

SUPPORT WHILE AT HOME	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	63%	59%	57%	61%	63%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	45%	47%	44%	50%	48%	47%

CARE FROM YOUR GP PRACTICE	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	45%	48%	44%	51%	43%	47%
Q52. Patient has had a review of cancer care by GP practice	30%	25%	24%	26%	23%	25%

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	35%	23%	24%	38%	30%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	78%	70%	85%	78%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	64%	56%	58%	64%	60%

YOUR OVERALL NHS CARE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	88%	91%	87%	92%	84%	89%
Q57. Administration of care was very good or good	88%	88%	88%	86%	82%	87%
Q58. Cancer research opportunities were discussed with patient	69%	61%	56%	61%	57%	60%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	8.7	8.8	8.8	8.8

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE		Long-term condition status		
	Yes	No	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	66%	79%	74%	71%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	58%	66%	59%	61%

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%	93%	92%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	77%	84%	82%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	76%	80%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	78%	78%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	93%	89%	93%

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	78%	81%	79%	79%
Q13. Patient was definitely told sensitively that they had cancer	73%	75%	74%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	76%	77%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	86%	88%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	86%	89%	83%

SUPPORT FROM A MAIN CONTACT PERSON		Long-term condition status		
	Yes	No	Not given	All
Q17. Patient had a main point of contact within the care team	90%	90%	89%	90%
Q18. Patient found it very or quite easy to contact their main contact person	78%	88%	80%	81%
Q19. Patient found advice from main contact person was very or quite helpful	93%	96%	94%	94%

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%	84%	82%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	81%	74%	77%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	83%	87%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	58%	55%	56%

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	75%	71%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	98%	99%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	93%	93%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	78%	79%	74%
Q29. Patient was offered information about how to get financial help or benefits	61%	73%	62%	65%

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	76%	81%	83%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	71%	71%	62%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	71%	75%	70%
Q34. Patient was always able to get help from ward staff when needed	74%	78%	81%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	65%	58%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	84%	83%	82%
Q37. Patient was always treated with respect and dignity while in hospital	87%	91%	96%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	92%	79%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	79%	78%	76%

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	86%	90%	94%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	87%	93%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	92%	93%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	75%	70%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	84%	79%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	82%	85%	89%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	86%	90%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	88%	89%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	67%	71%	70%	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	78%	83%	100%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	70%	71%	70%	70%

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	65%	76%	76%	70%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	64%	72%	62%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	89%	81%	84%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	53%	65%	58%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	47%	60%	64%	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	57%	65%	56%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	54%	45%	47%

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	44%	53%	49%	47%
Q52. Patient has had a review of cancer care by GP practice	24%	28%	26%	25%

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	25%	34%	32%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	83%	78%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	67%	60%	60%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	88%	90%	93%	89%
Q57. Administration of care was very good or good	86%	88%	90%	87%
Q58. Cancer research opportunities were discussed with patient	58%	63%	60%	60%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	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	70%	60%	62%	79%	74%	71%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	57%	64%	53%	66%	59%	61%

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	91%	91%	92%	93%	92%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	77%	76%	78%	84%	82%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	74%	76%	76%	80%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	73%	71%	78%	78%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	91%	92%	93%	89%	93%

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	78%	77%	78%	81%	79%	79%
Q13. Patient was definitely told sensitively that they had cancer	74%	70%	73%	75%	74%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	75%	69%	76%	77%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	85%	89%	86%	88%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	76%	81%	86%	89%	83%

SUPPORT FROM A MAIN CONTACT PERSON	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q17. Patient had a main point of contact within the care team	92%	86%	88%	90%	89%	90%
Q18. Patient found it very or quite easy to contact their main contact person	80%	76%	74%	88%	80%	81%
Q19. Patient found advice from main contact person was very or quite helpful	93%	95%	91%	96%	94%	94%

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	79%	78%	72%	84%	82%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	74%	75%	81%	74%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	77%	84%	83%	87%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	57%	50%	57%	58%	55%	56%

CARE PLANNING						
	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	72%	70%	62%	75%	71%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	93%	86%	94%	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	100%	100%	98%	99%

SUPPORT FROM HOSPITAL STAFF						
	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	86%	91%	93%	93%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	72%	69%	78%	79%	74%
Q29. Patient was offered information about how to get financial help or benefits	68%	54%	53%	73%	62%	65%

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%	73%	74%	81%	83%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	74%	68%	67%	71%	62%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	65%	64%	71%	75%	70%
Q34. Patient was always able to get help from ward staff when needed	78%	68%	73%	78%	81%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	55%	52%	65%	58%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	77%	80%	84%	83%	82%
Q37. Patient was always treated with respect and dignity while in hospital	89%	82%	87%	91%	96%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	85%	86%	92%	79%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	70%	71%	79%	78%	76%

YOUR TREATMENT	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	82%	86%	90%	94%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	81%	81%	87%	93%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	88%	88%	92%	93%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	80%	72%	75%	70%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	77%	81%	84%	79%	81%
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	80%	83%	85%	89%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	79%	74%	86%	90%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	84%	80%	88%	89%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	65%	73%	63%	71%	70%	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	74%	77%	87%	83%	100%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	70%	70%	70%	71%	70%	70%

Number of long-term conditions tables

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

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	59%	58%	76%	76%	70%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	59%	56%	72%	62%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	77%	78%	89%	81%	84%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	48%	53%	65%	58%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	48%	44%	60%	64%	52%

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	59%	56%	57%	65%	56%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	43%	32%	54%	45%	47%

	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	46%	42%	39%	53%	49%	47%
Q52. Patient has had a review of cancer care by GP practice	25%	24%	21%	28%	26%	25%

	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	30%	23%	18%	34%	32%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	72%	65%	83%	78%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	55%	50%	67%	60%	60%

Number of long-term conditions tables

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

YOUR OVERALL NHS CARE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q56. The whole care team worked well together	90%	88%	81%	90%	93%	89%
Q57. Administration of care was very good or good	88%	85%	80%	88%	90%	87%
Q58. Cancer research opportunities were discussed with patient	63%	57%	46%	63%	60%	60%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.7	8.3	8.9	8.7	8.8

Year on year charts

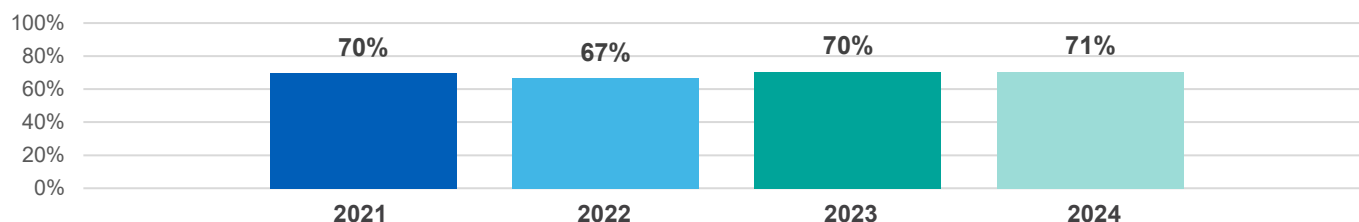
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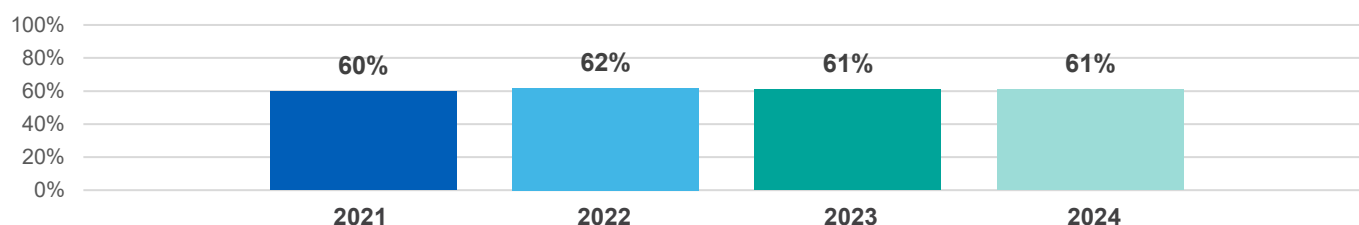
The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

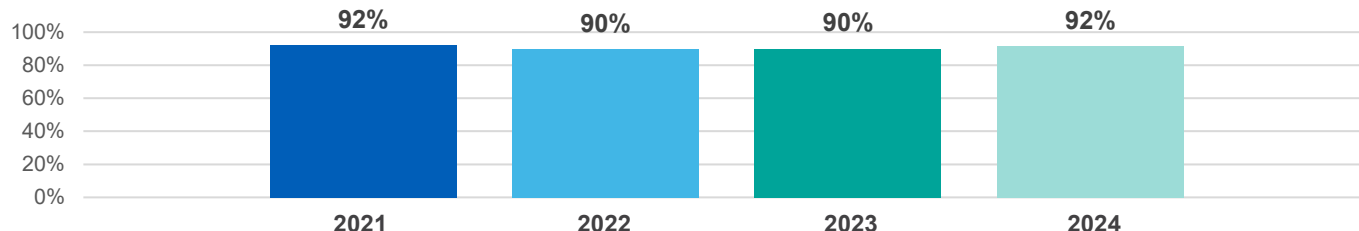


Q3. Referral for diagnosis was explained in a way the patient could completely understand

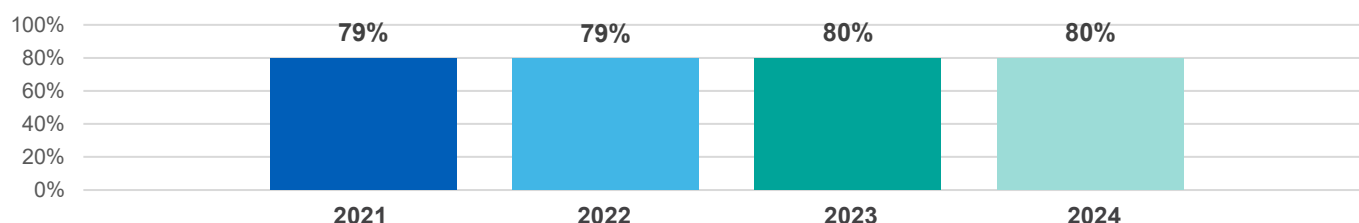


DIAGNOSTIC TESTS

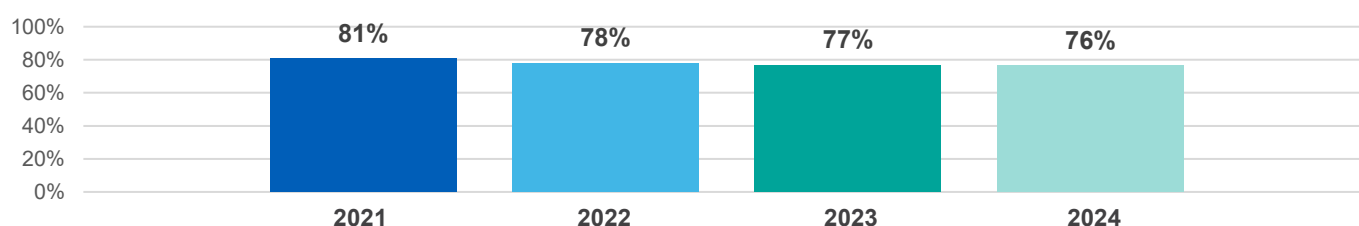
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



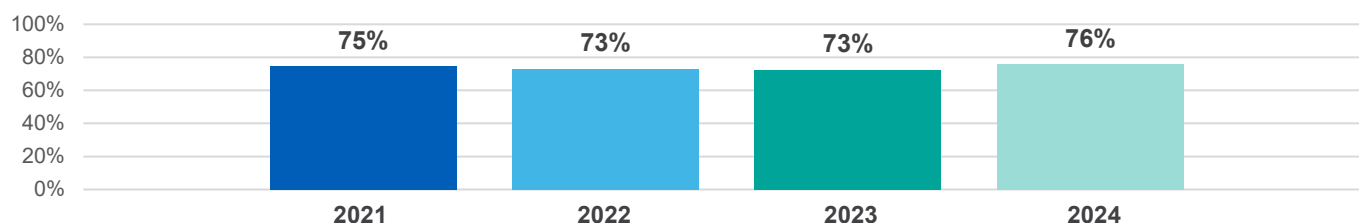
Year on year charts

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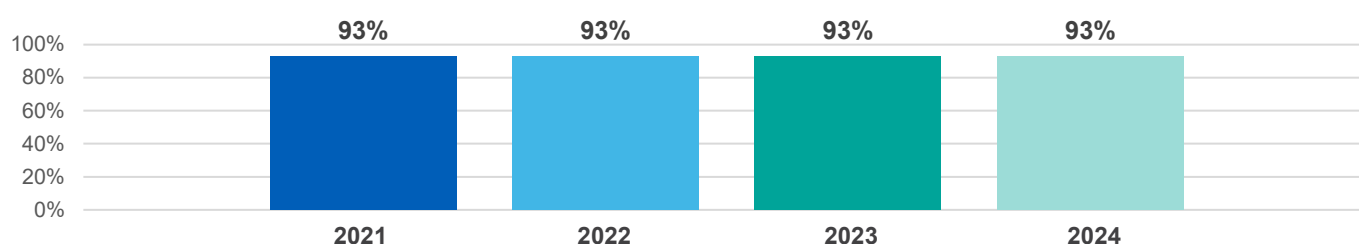
- No score available.

The scores are unadjusted and based on England scores only.

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

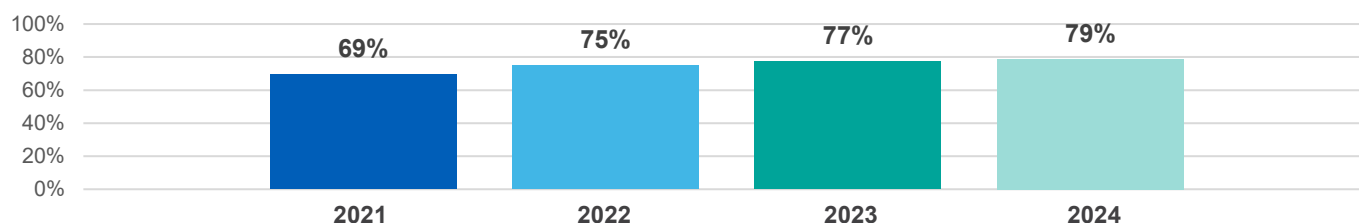


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

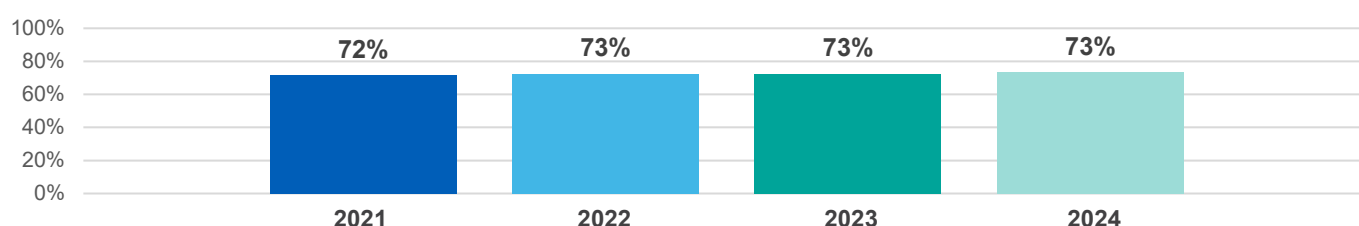


FINDING OUT THAT YOU HAD CANCER

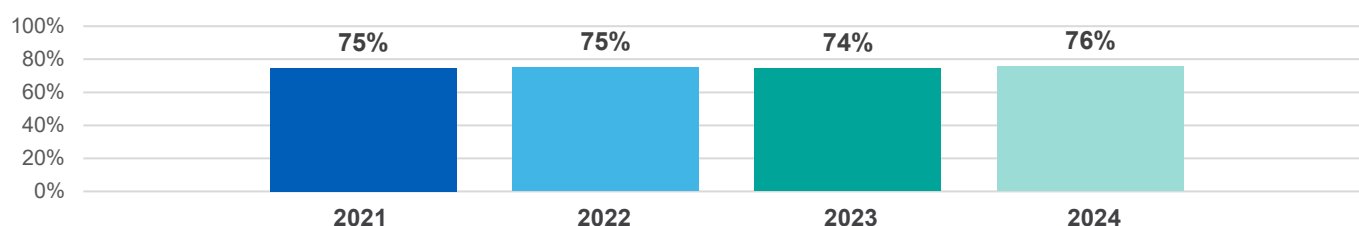
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



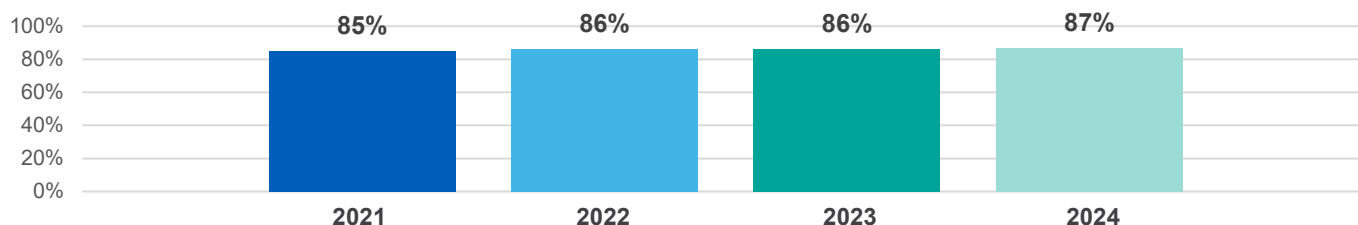
Year on year charts

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

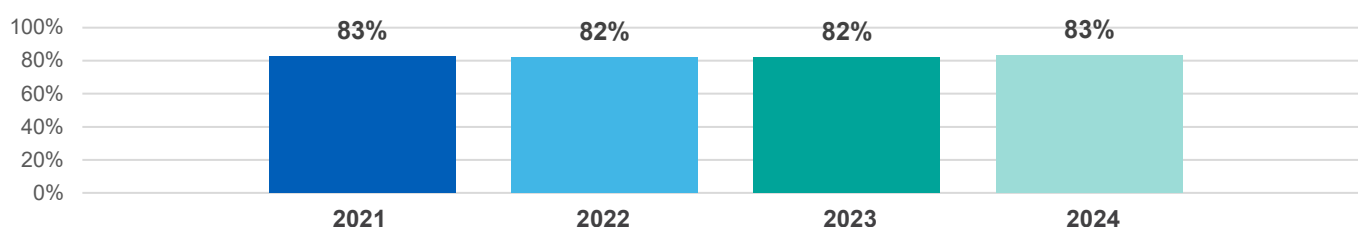
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The scores are unadjusted and based on England scores only.

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

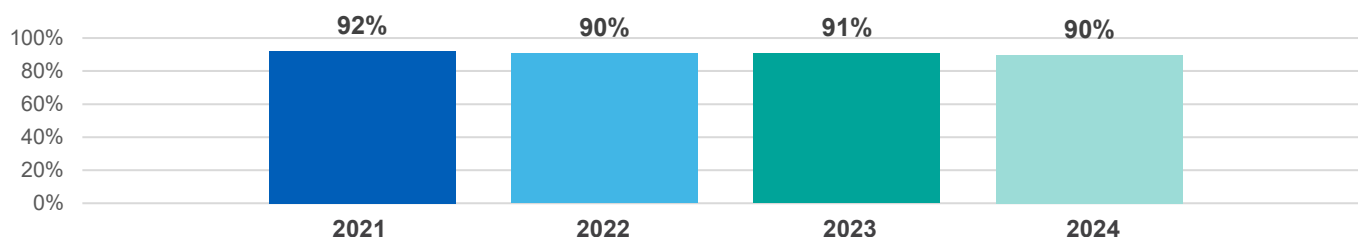


Q16. Patient was told they could go back later for more information about their diagnosis

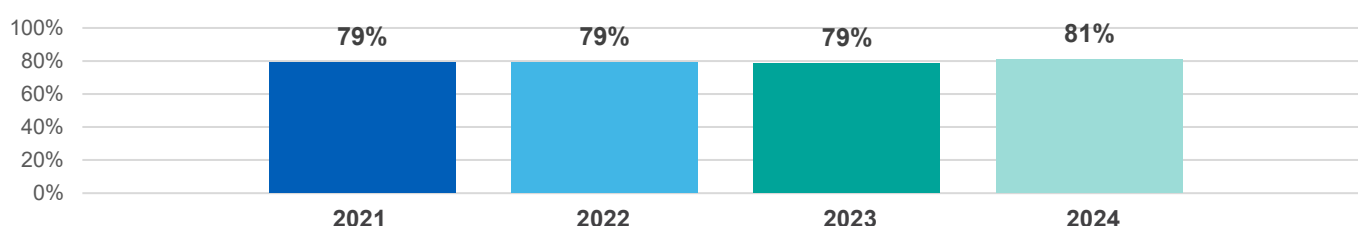


SUPPORT FROM A MAIN CONTACT PERSON

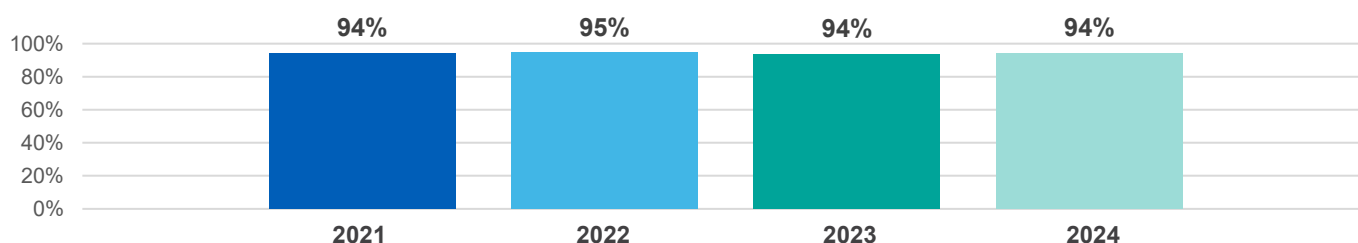
Q17. Patient had a main point of contact within the care team



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



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



Year on year charts

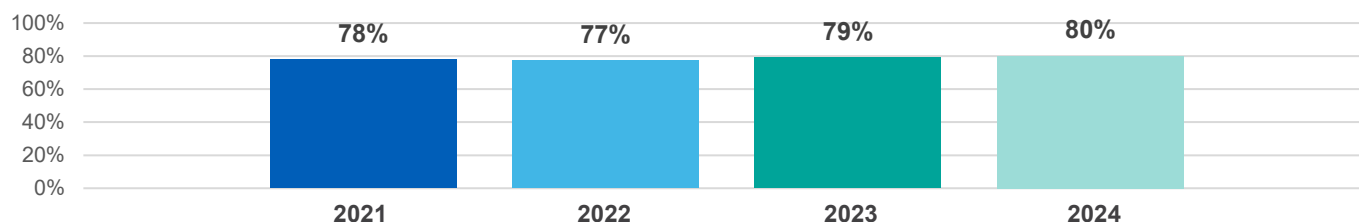
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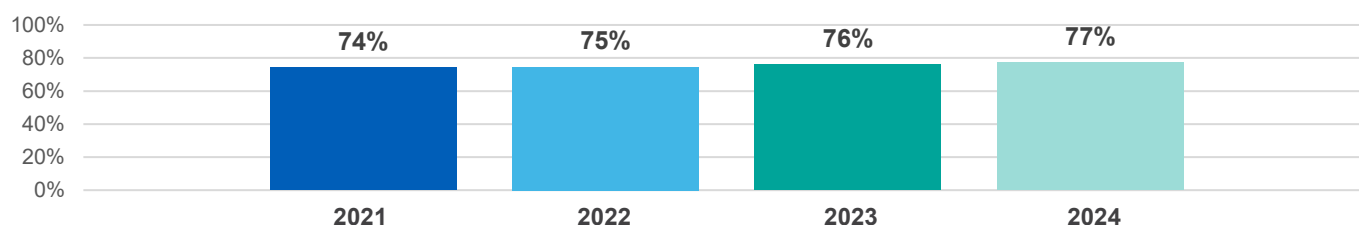
The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

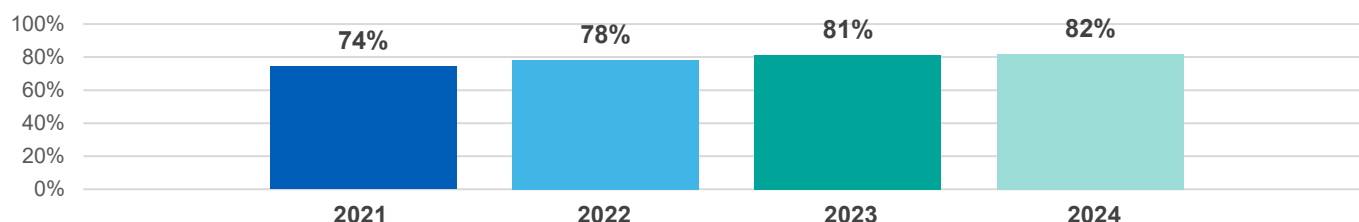
Q20. Treatment options were explained in a way the patient could completely understand



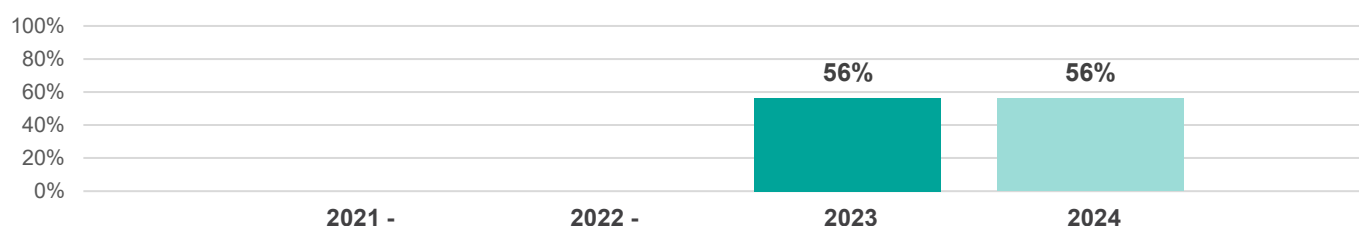
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

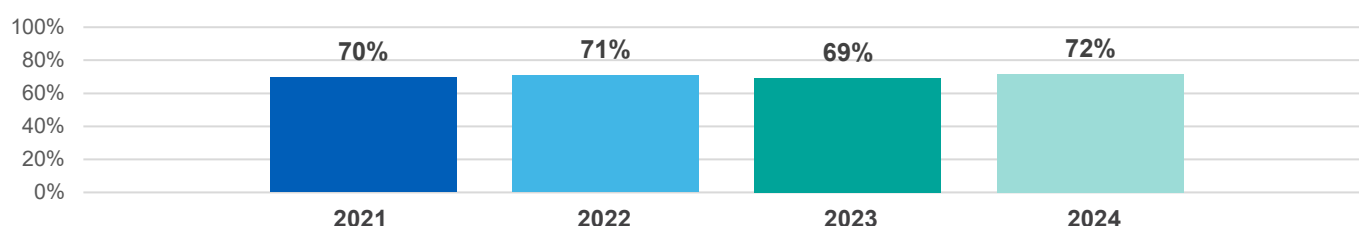


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



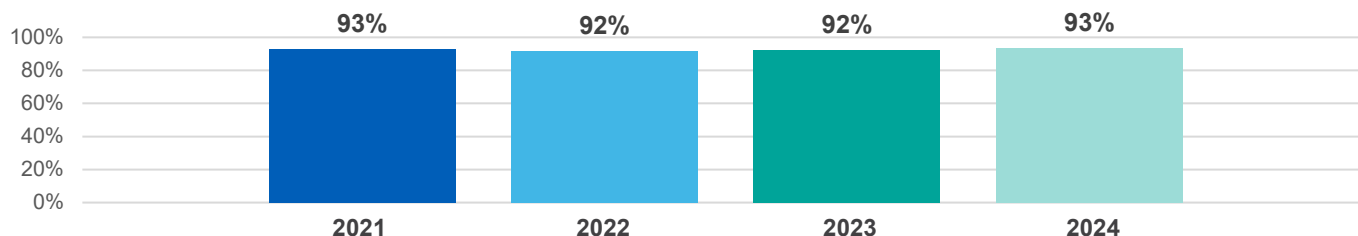
Year on year charts

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

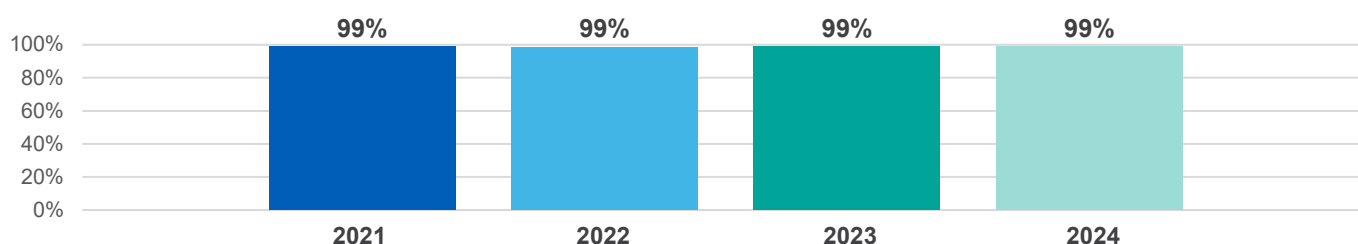
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The scores are unadjusted and based on England scores only.

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

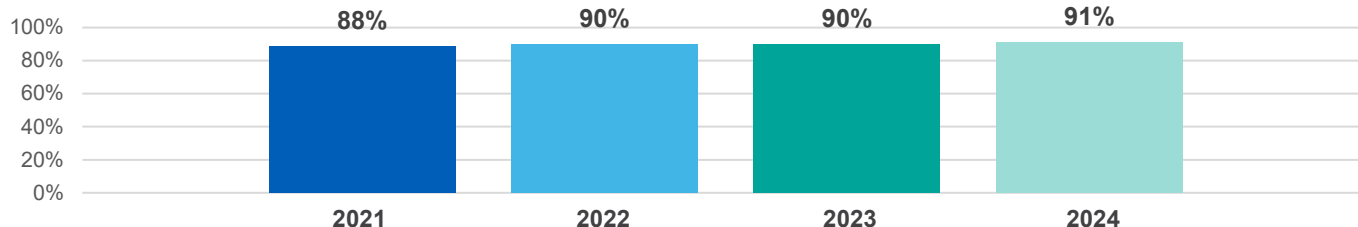


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

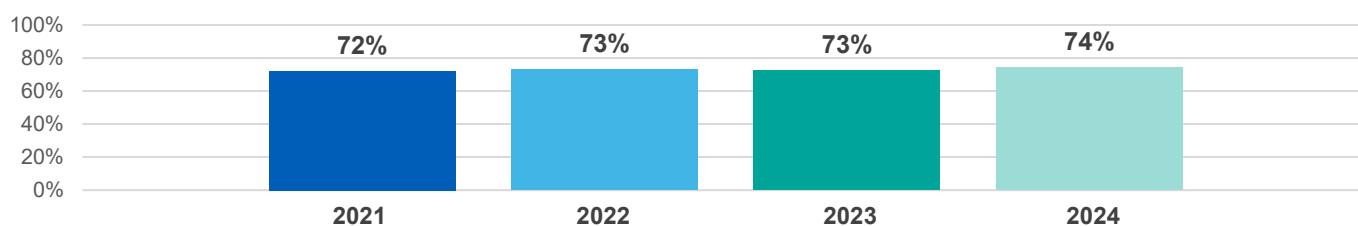


SUPPORT FROM HOSPITAL STAFF

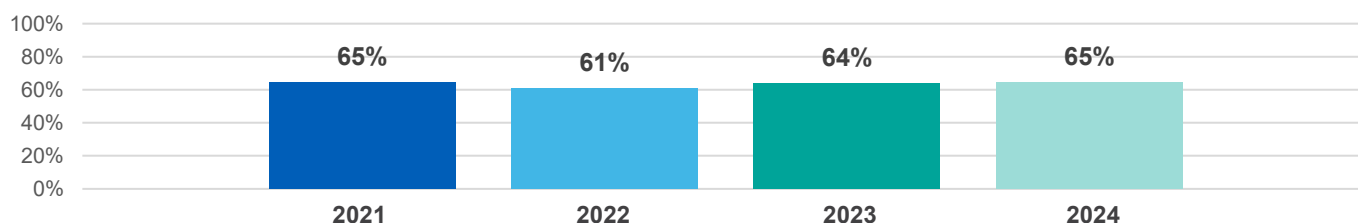
Q27. Staff provided the patient with relevant information on available support



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



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



Year on year charts

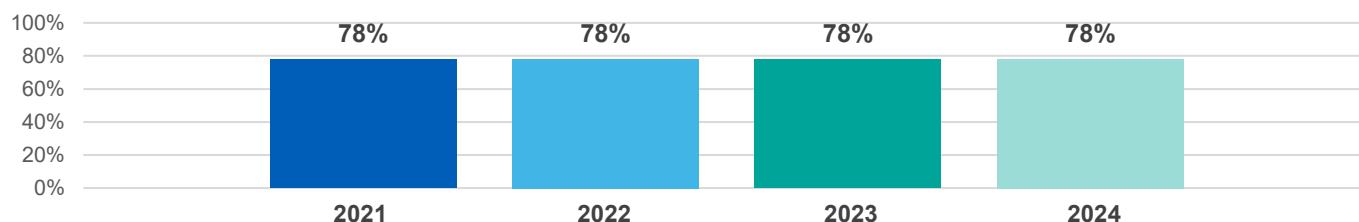
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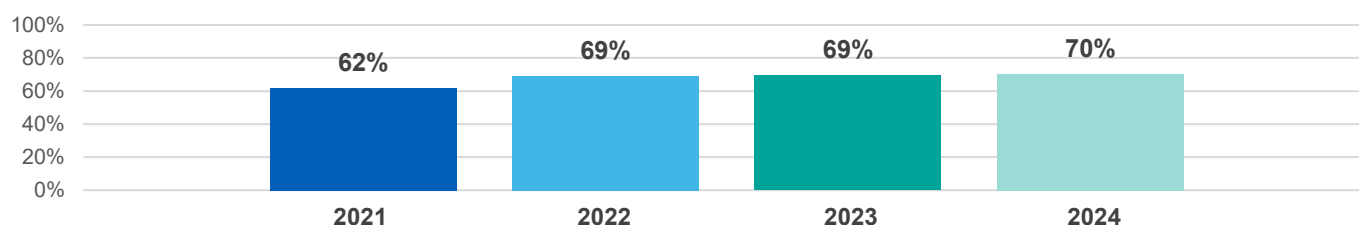
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HOSPITAL CARE

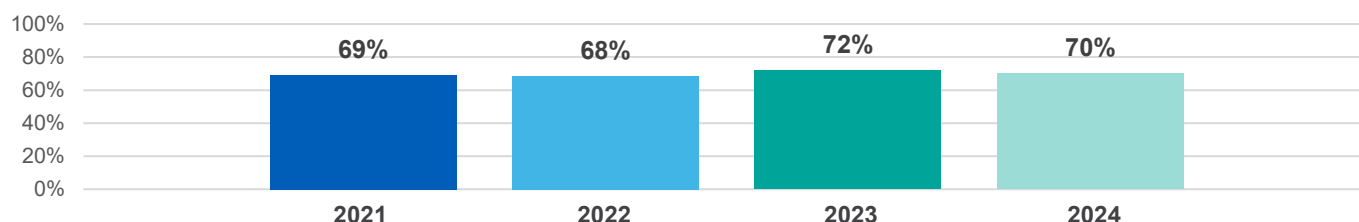
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



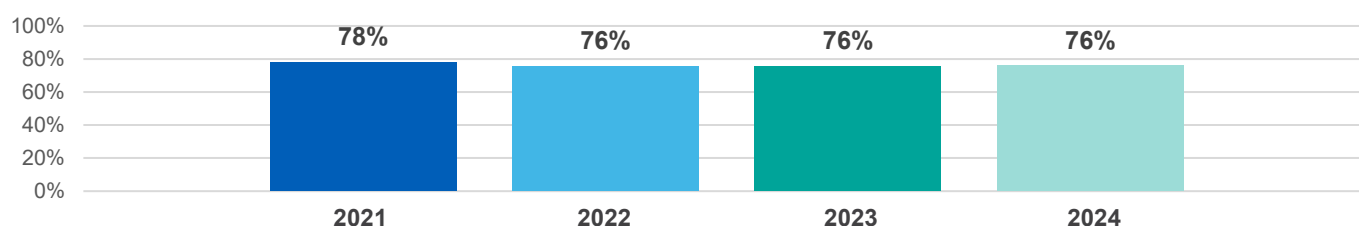
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



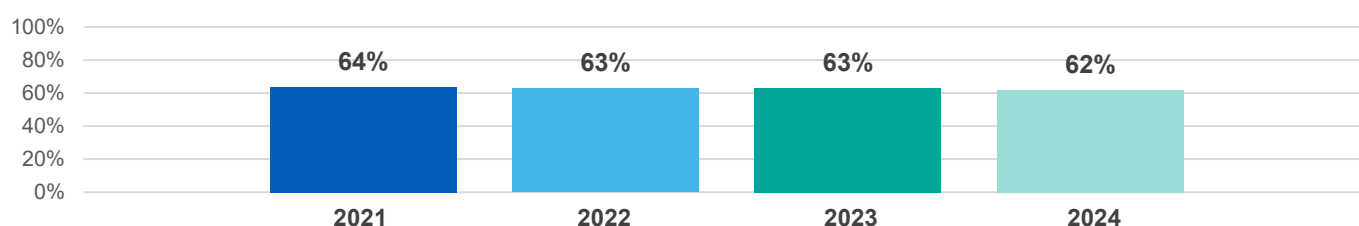
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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



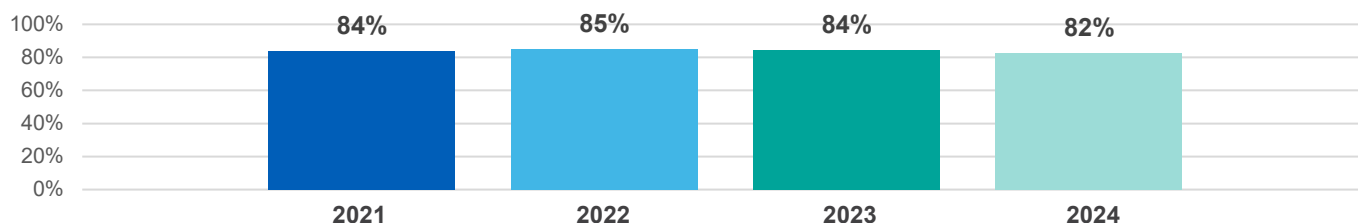
Year on year charts

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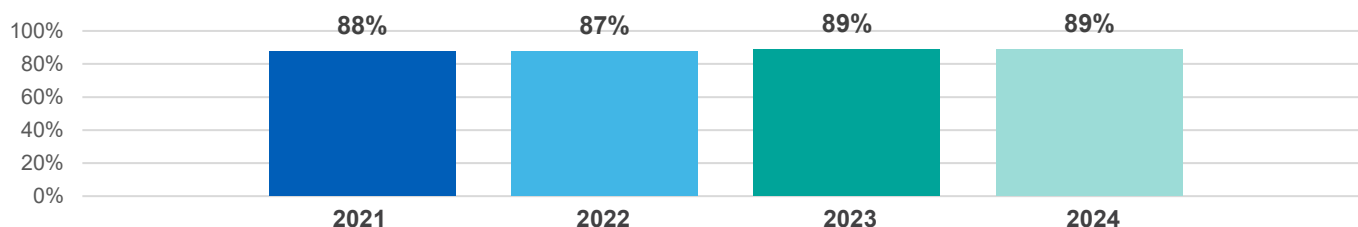
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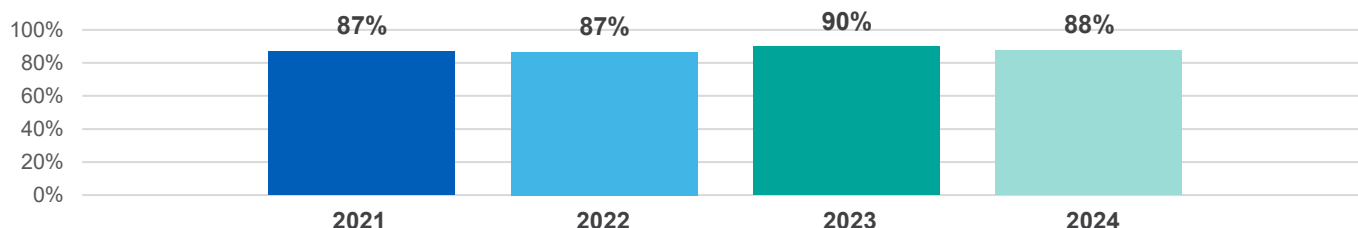
Q36. Hospital staff always did everything they could to help the patient control pain



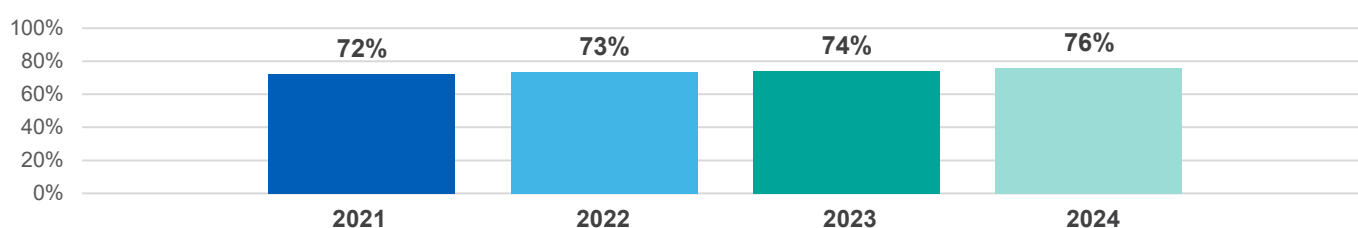
Q37. Patient was always treated with respect and dignity while in hospital



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

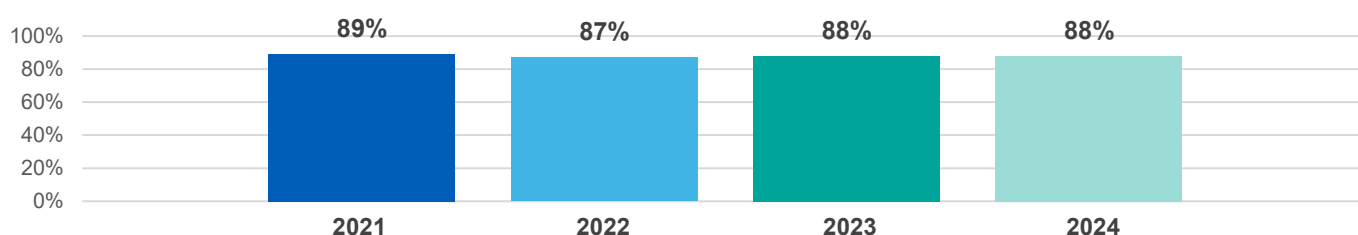


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



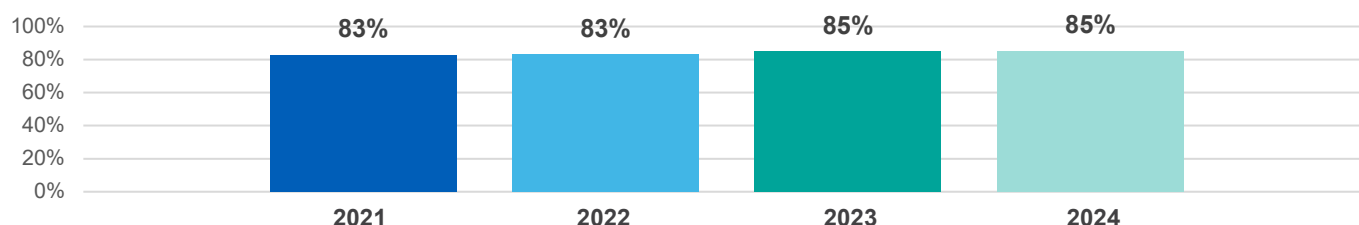
Year on year charts

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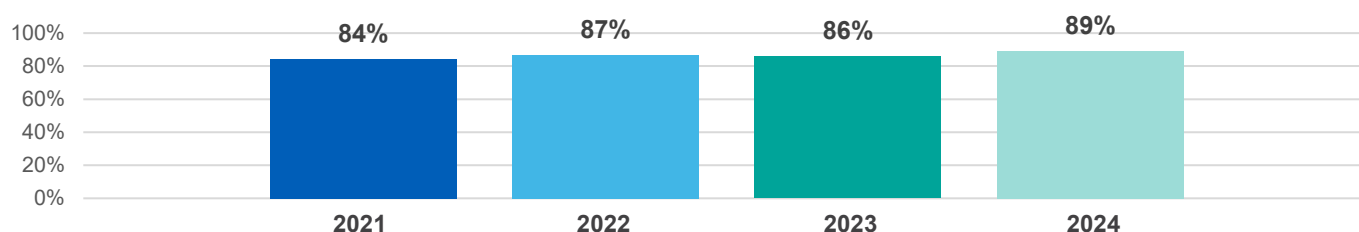
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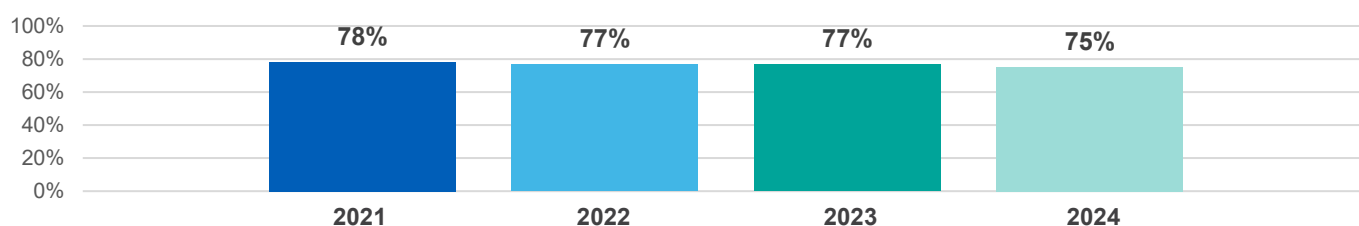
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



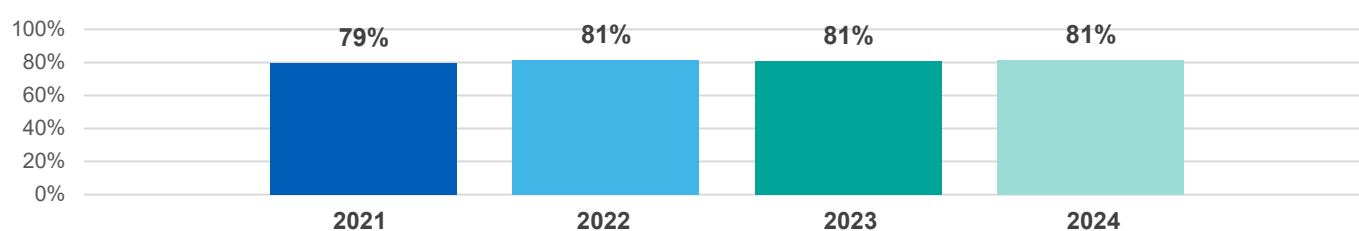
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



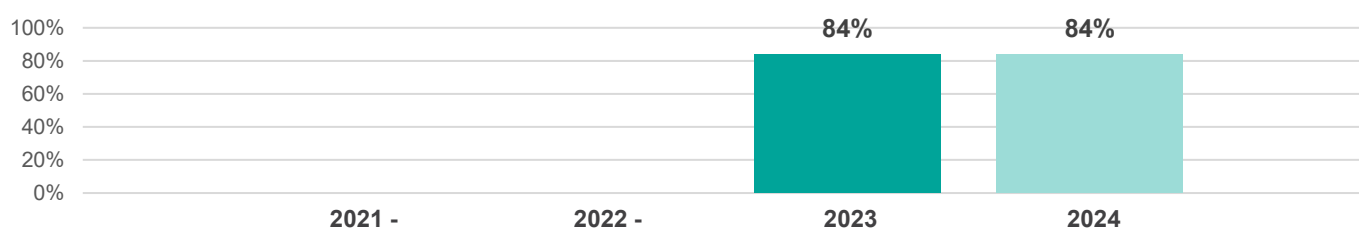
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



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



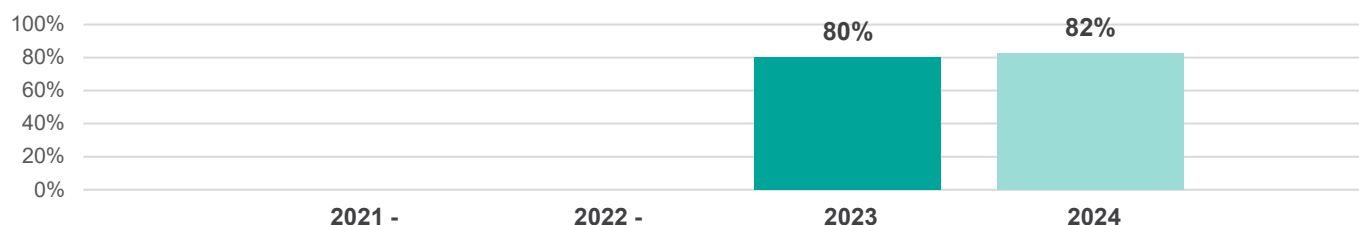
Year on year charts

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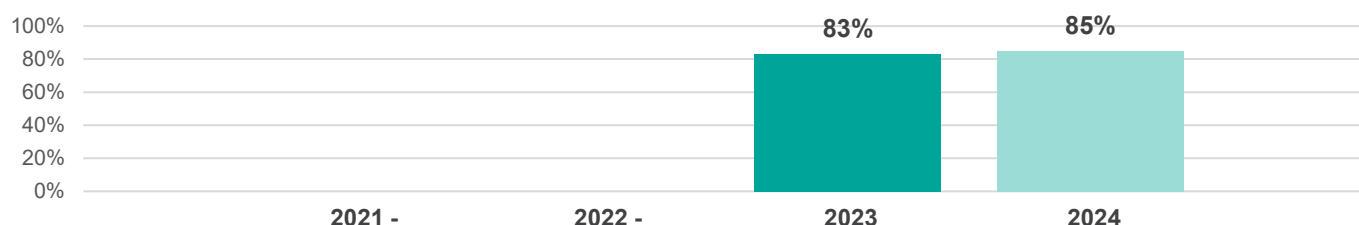
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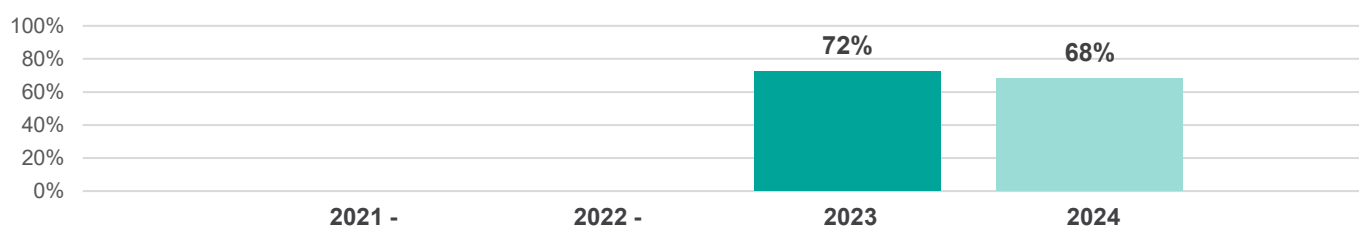
Q42_2. Patient completely had enough understandable information about their response to chemotherapy



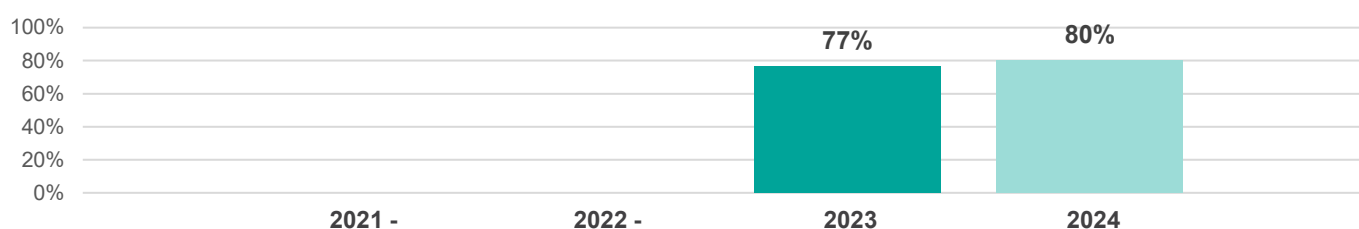
Q42_3. Patient completely had enough understandable information about their response to radiotherapy



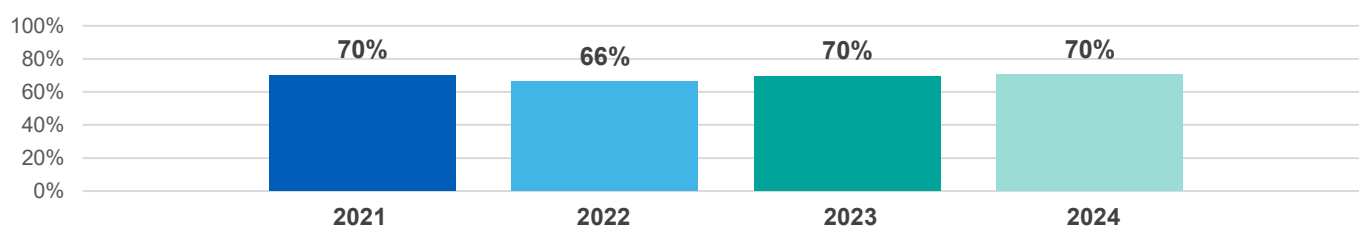
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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



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



Year on year charts

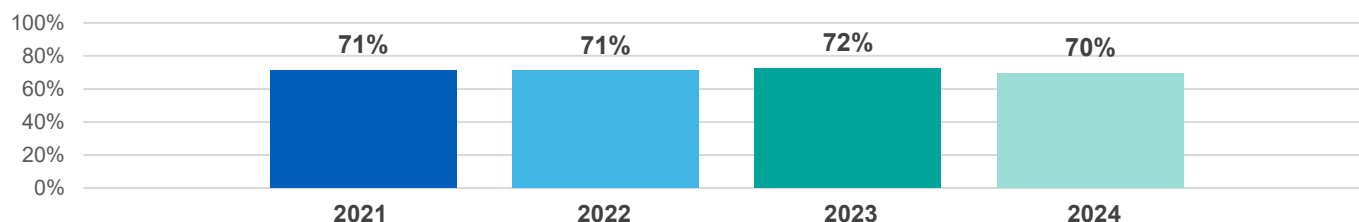
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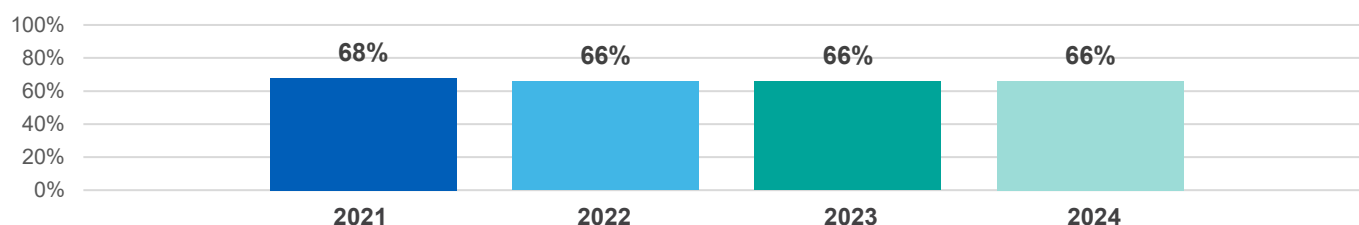
The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG-TERM SIDE EFFECTS

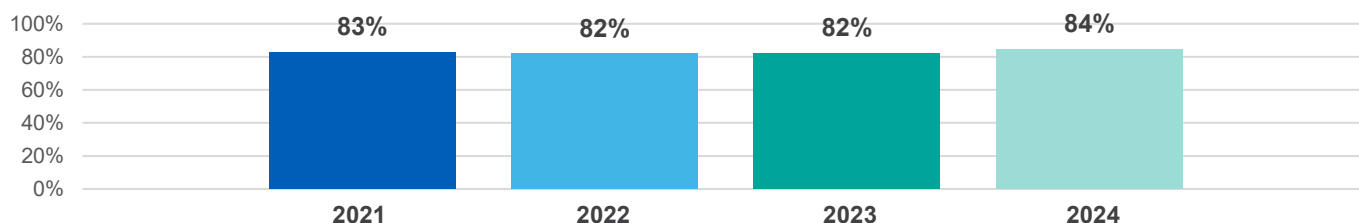
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



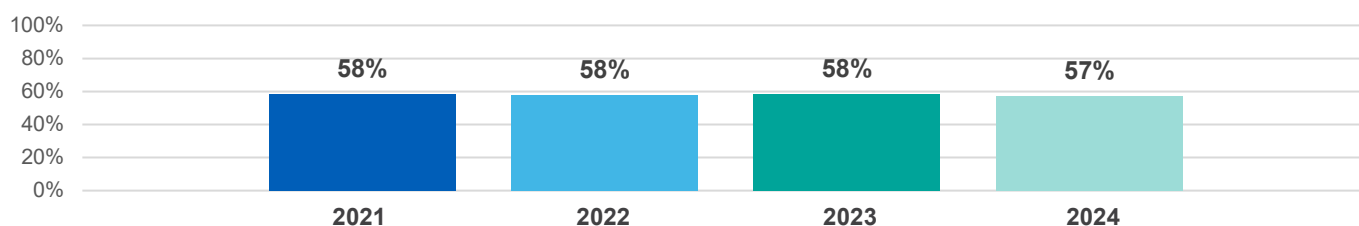
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



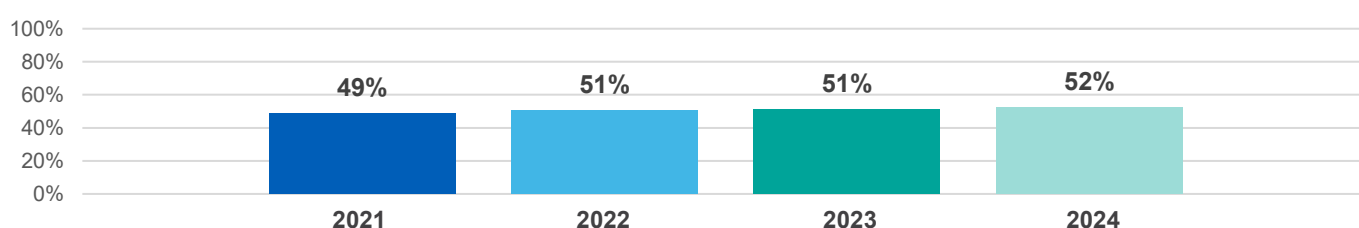
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on year charts

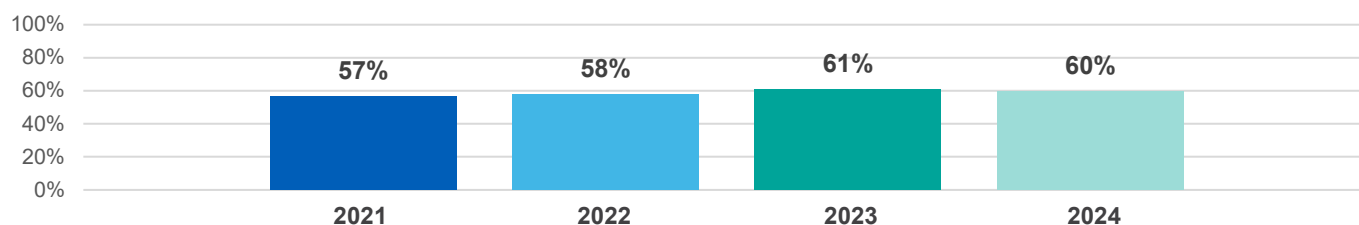
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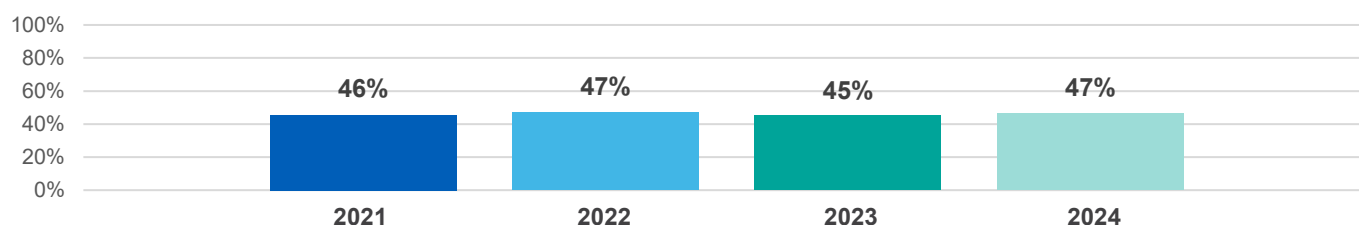
The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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

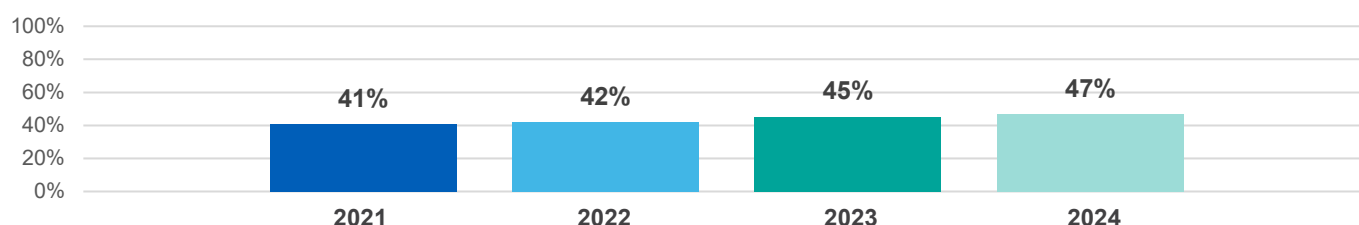


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

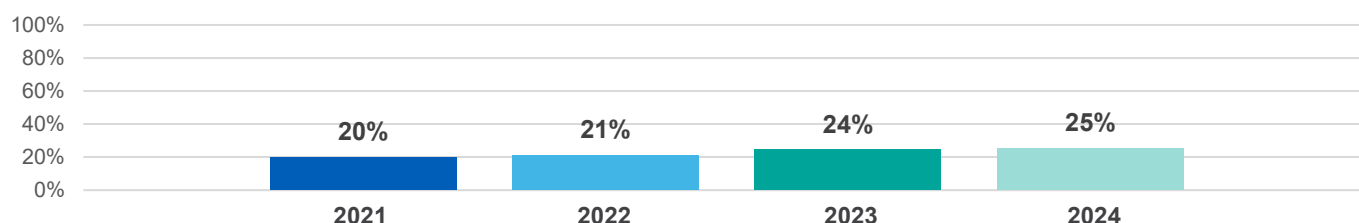


CARE FROM YOUR GP PRACTICE

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

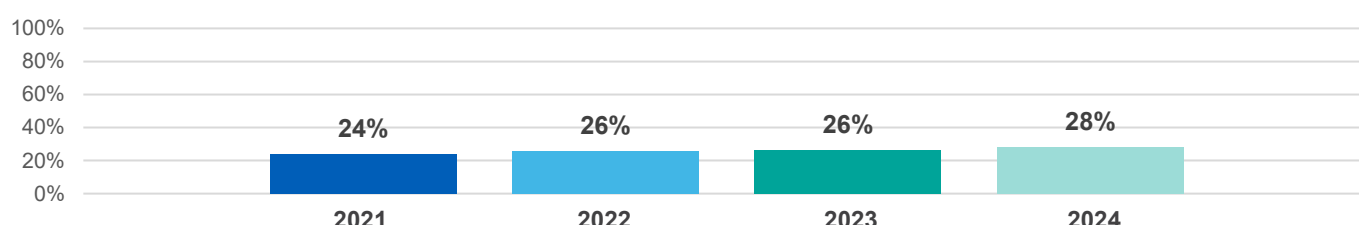


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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



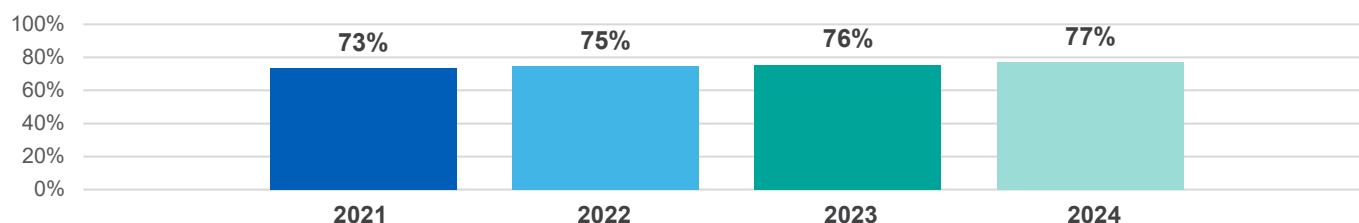
Year on year charts

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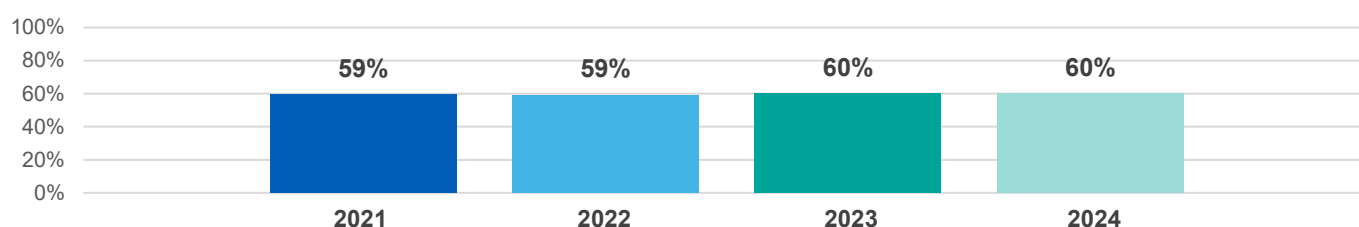
- No score available.

The scores are unadjusted and based on England scores only.

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

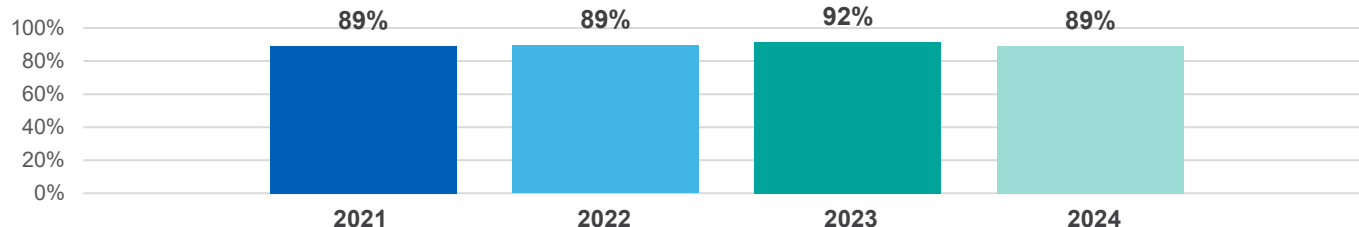


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

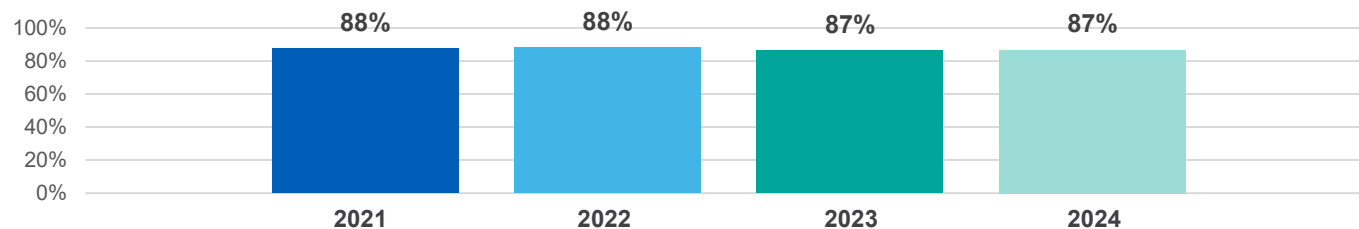


YOUR OVERALL NHS CARE

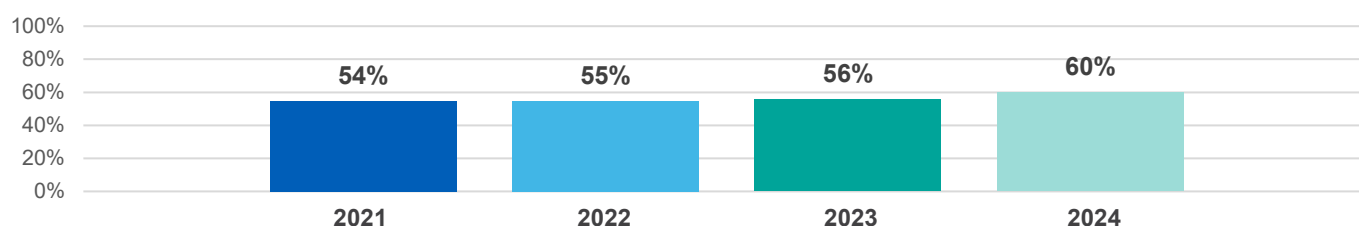
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



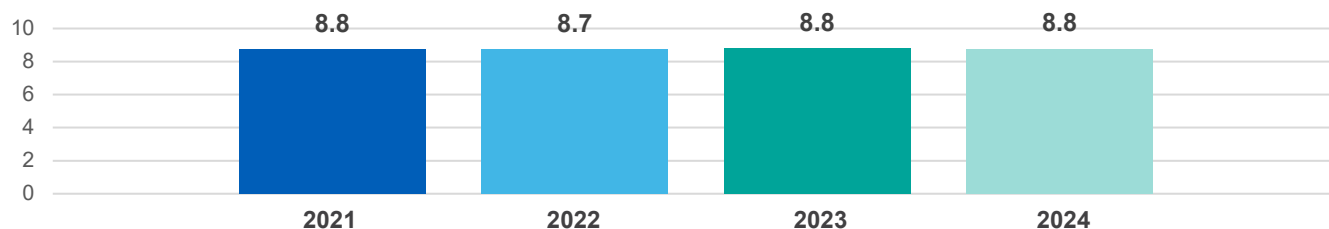
Year on year charts

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

- No score available.

The scores are unadjusted and based on England scores only.

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



Trust expected range summary

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

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		
RAS	The Hillingdon Hospitals NHS Foundation Trust	2	54	5
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	9	52	
R1K	London North West University Healthcare NHS Trust	15	46	
RYJ	Imperial College Healthcare NHS Trust	26	34	1