

# **National Cancer Patient Experience Survey**

2024 Results

## **Kingston Hospital NHS Foundation Trust**

Published July 2025

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## Executive summary

### Questions above expected range

Kingston Hospital NHS Foundation Trust has no scores above expected range.

## Executive summary

### Questions below expected range

	Case mix adjusted scores			National score
	2024 score	Lower expected range	Upper expected range	
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	53%	57%	100%	80%

## 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.

### 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 a trust 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 trust. 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.

### How trust results are derived

Trust results are derived using the NHS trust where each patient received cancer related treatment. Trust results are presented at the 'National' level, meaning results include patients with addresses in England and elsewhere in the UK. Some patients may receive care at a trust which is not near to where they live.

### 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 a trust level is available in the trust Excel tables available at [www.ncpes.co.uk](http://www.ncpes.co.uk). Excel tables are also available at a national, ICB 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 trust, the results are not shown for that question for that trust.

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

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

Trusts 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 trust performs better than what trusts 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 trust's size and demographics.

### Comparability tables

The comparability tables show the 2023 and 2024 unadjusted scores for this trust 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 and ethnicity breakdowns. Unadjusted scores for the same subgroup across different trusts 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.

## 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.

## National level data (England and Non-England) is used for:

- Response rate section
- National column in comparability tables section
- Subgroup tables section (Tumour group tables, Age group tables, 'Which of the following best describes you?', Ethnicity tables, IMD quintile tables and Long-term condition status tables).

## England only level data is used for:

- Expected range charts section (as case mix adjustment includes IMD data specific to England)
- Comparability tables section
- Year on year charts section.

# Further information

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

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



## Response rate

### Overall response rate

173 patients responded out of a total of 322 patients, resulting in a response rate of 54%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	335	322	173	54%
National	135,429	127,021	64,055	50%

### Respondents by survey type

	Number of respondents
Paper	136
Online	36
Phone	1
Translation service	0
<b>Total</b>	<b>173</b>

### Respondents by tumour group

	Number of respondents
Brain / CNS	0
Breast	30
Colorectal / LGT	21
Gynaecological	0
Haematological	72
Head and neck	*
Lung	0
Prostate	*
Sarcoma	0
Skin	*
Upper gastro	0
Urological	26
Other	14
<b>Total</b>	<b>173</b>

## Respondents by ethnicity

	Number of respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	118
Irish	*
Gypsy or Irish Traveller	*
Roma	*
Any other White background	21
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
<b>Asian or Asian British</b>	
Indian	9
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
<b>Black / African / Caribbean / Black British</b>	
African	*
Caribbean	*
Any other Black / African / Caribbean background	*
<b>Other Ethnic Group</b>	
Arab	*
Any other ethnic group	*
<b>Not given</b>	
Not given	12
<b>Total</b>	<b>173</b>

## Expected range charts

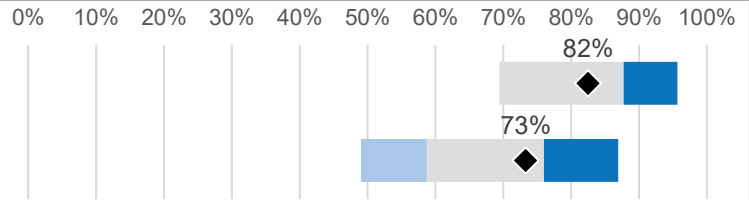
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

### 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

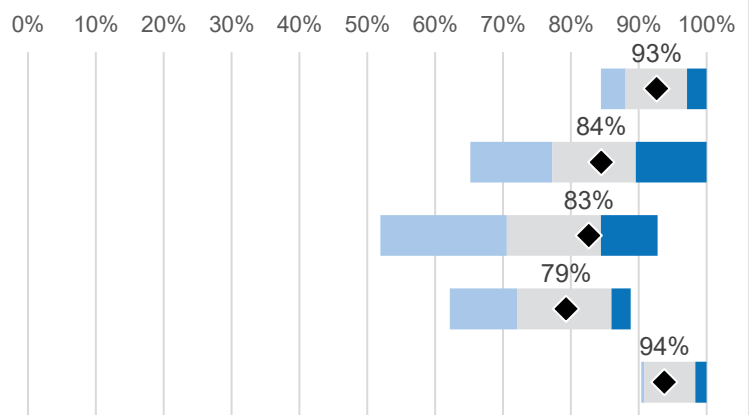
Q5. Patient received all the information needed about the diagnostic test in advance

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

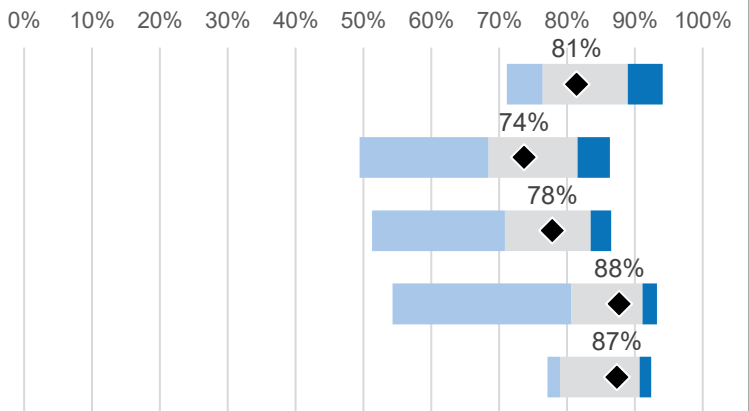
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

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

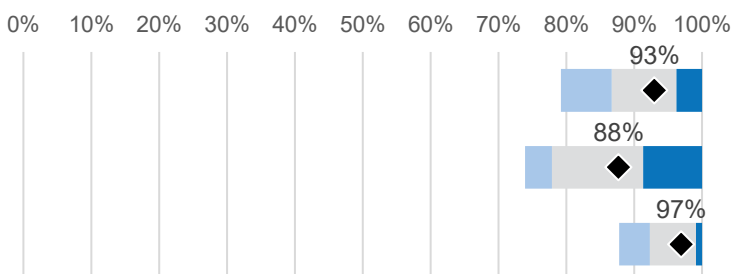


### SUPPORT FROM A MAIN CONTACT PERSON

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



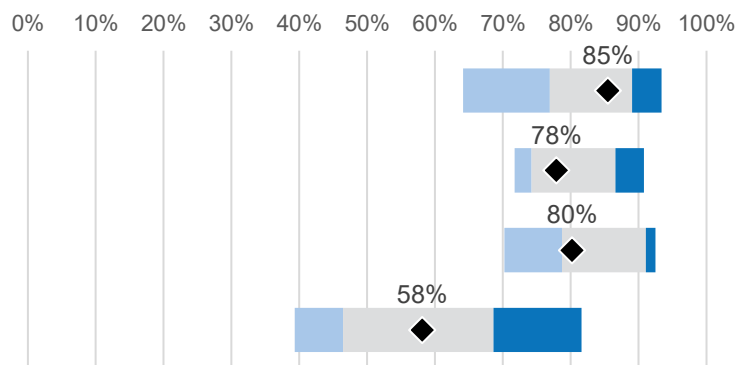
## Expected range charts

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

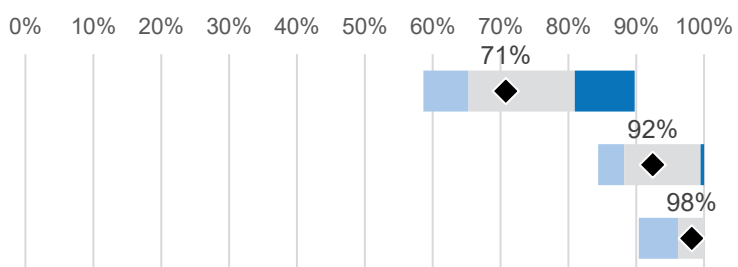
### DECIDING ON THE BEST TREATMENT

- 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



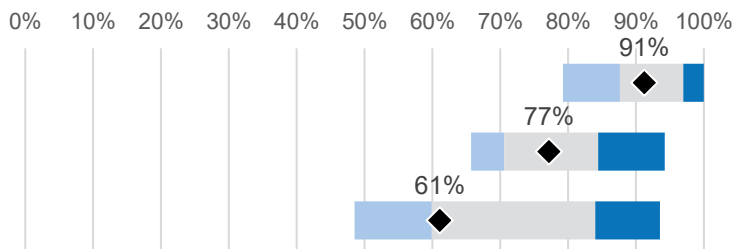
### CARE PLANNING

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



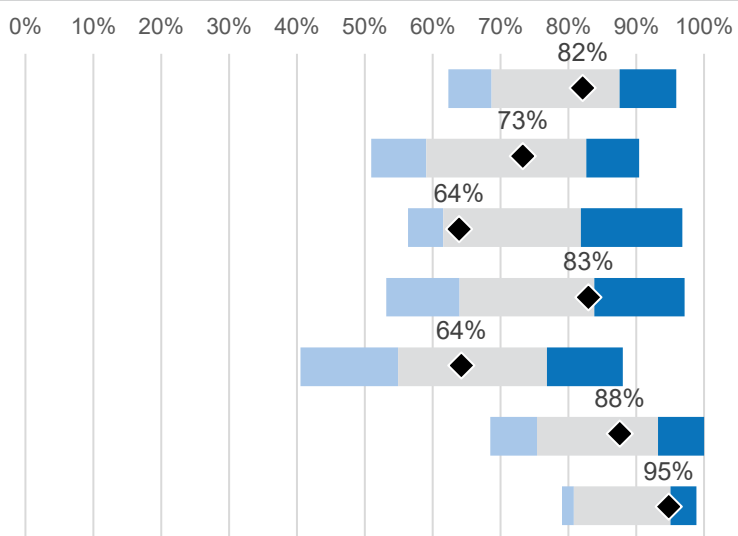
### SUPPORT FROM HOSPITAL STAFF

- 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



### 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
- 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



## Expected range charts

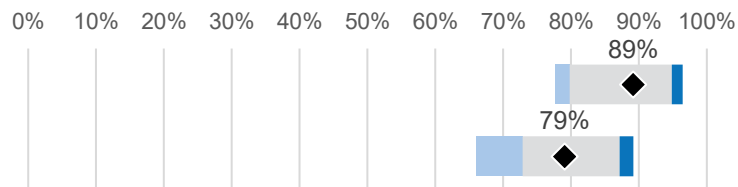
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

### HOSPITAL CARE CONTINUED

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

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



### YOUR TREATMENT

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

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

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

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

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

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

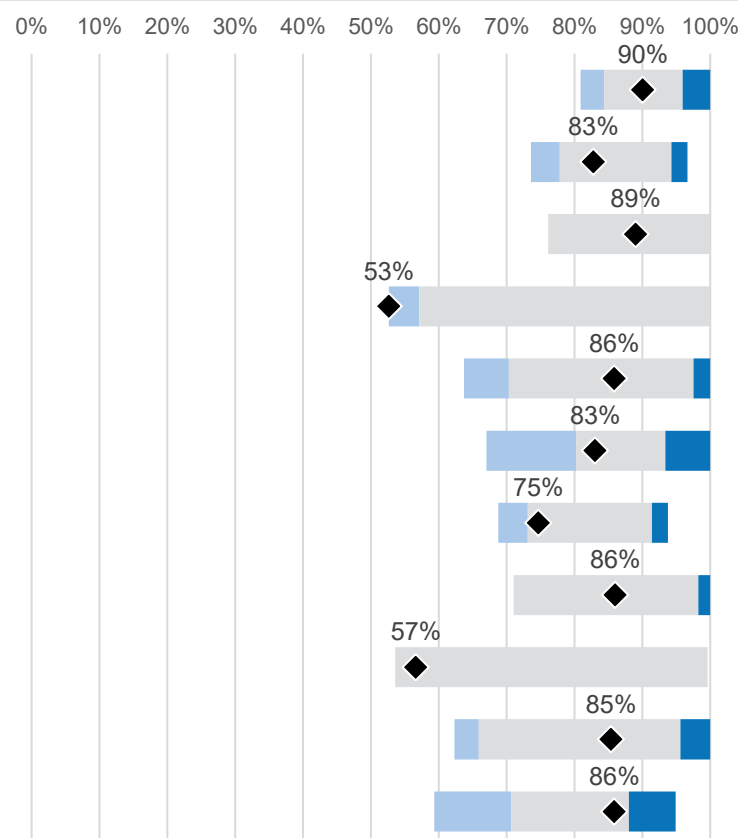
Q42\_2. Patient completely had enough understandable information about their response to chemotherapy

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

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

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

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



### IMMEDIATE AND LONG-TERM SIDE EFFECTS

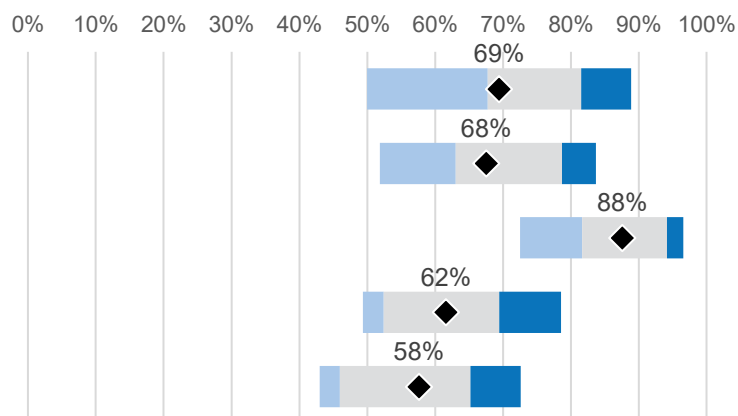
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

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

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

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



## Expected range charts

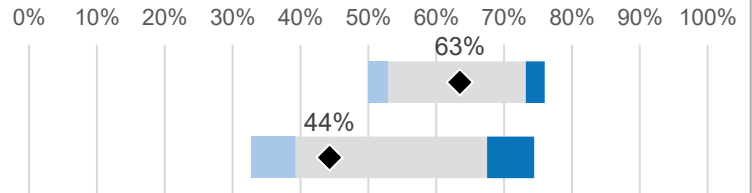
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

### SUPPORT WHILE AT HOME

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

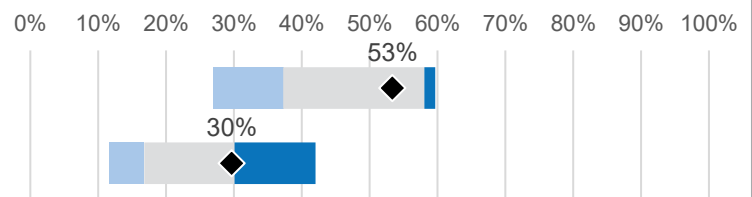
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services



### 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

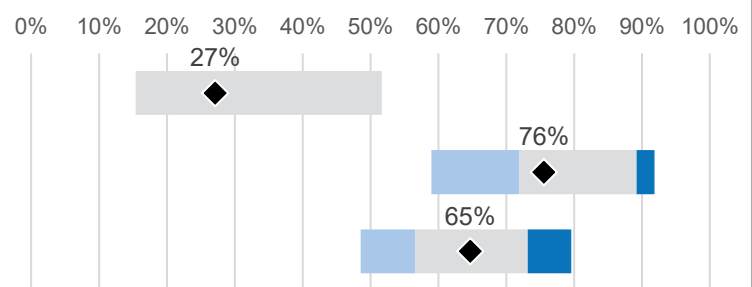


### LIVING WITH AND BEYOND CANCER

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



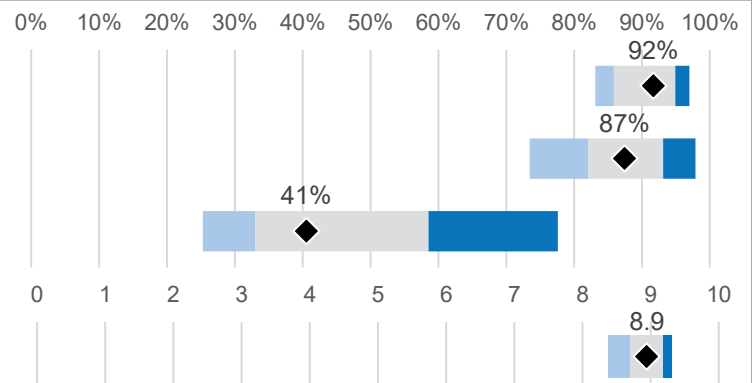
### YOUR OVERALL NHS CARE

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			National 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	56	73%	77	81%			82%	69%	88%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	92	64%	113	70%		▲	73%	59%	76%	67%

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			National 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	112	88%	128	92%			93%	88%	97%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	115	83%	140	84%			84%	77%	90%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	117	84%	139	83%			83%	71%	84%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	118	83%	136	79%			79%	72%	86%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	118	97%	139	94%			94%	91%	98%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			National 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	136	85%	143	80%		▲	81%	76%	89%	83%
Q13. Patient was definitely told sensitively that they had cancer	144	84%	167	72%			74%	68%	82%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	143	80%	171	76%			78%	71%	83%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	145	92%	169	87%			88%	81%	91%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	125	85%	144	85%			87%	79%	91%	85%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			National 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	137	95%	159	92%			93%	87%	96%	91%
Q18. Patient found it very or quite easy to contact their main contact person	116	88%	138	88%			88%	78%	91%	85%
Q19. Patient found advice from main contact person was very or quite helpful	125	97%	138	97%			97%	92%	99%	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			National 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	135	81%	157	85%		▲	85%	77%	89%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	145	78%	168	77%			78%	74%	87%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	122	83%	133	80%			80%	79%	91%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	71	45%	78	56%			58%	46%	69%	58%

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			National 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	126	69%	141	70%			71%	65%	81%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	73	97%	70	93%			92%	88%	99%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	49	98%	58	98%			98%	96%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			National 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	106	92%	130	91%			91%	88%	97%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	147	78%	169	78%			77%	71%	84%	78%
Q29. Patient was offered information about how to get financial help or benefits	58	66%	60	62%			61%	60%	84%	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			National 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	65	83%	80	83%			82%	69%	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	50	70%	59	73%			73%	59%	83%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63	65%	77	64%			64%	62%	82%	72%
Q34. Patient was always able to get help from ward staff when needed	63	87%	75	83%			83%	64%	84%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	60	62%	74	64%			64%	55%	77%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	53	87%	64	88%			88%	75%	93%	84%
Q37. Patient was always treated with respect and dignity while in hospital	63	98%	80	95%			95%	81%	95%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	63	86%	75	89%			89%	80%	95%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	130	79%	141	79%			79%	73%	87%	80%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			National 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	72	94%	102	89%			90%	84%	96%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	66	82%	68	82%			83%	78%	94%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	28	100%	25	88%			89%	76%	100%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	17	59%	12	50%		▼	53%	57%	100%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	13	92%	28	86%			86%	70%	98%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	73	89%	101	82%			83%	80%	93%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	66	82%	67	75%			75%	73%	91%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	27	89%	27	85%			86%	71%	98%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	17	65%	13	54%			57%	54%	100%	77%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	14	71%	27	85%			85%	66%	96%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	142	81%	169	85%			86%	71%	88%	79%

## Comparability tables

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▲ or ▼

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

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			National 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	133	70%	158	67%			69%	68%	82%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	125	62%	151	66%			68%	63%	79%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	90	80%	107	87%			88%	82%	94%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	123	59%	147	59%			62%	52%	69%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	101	44%	117	56%	▲		58%	46%	65%	56%

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			National 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	98	59%	94	64%			63%	53%	73%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42	45%	50	44%			44%	39%	68%	53%

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National 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	79	49%	90	53%			53%	37%	58%	48%
Q52. Patient has had a review of cancer care by GP practice	136	21%	158	28%		▲	30%	17%	30%	23%

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			National 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	26	31%	26	27%			27%	15%	52%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	71	79%	85	75%			76%	72%	89%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	123	69%	142	67%			65%	57%	73%	65%

## 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

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			National 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	142	<b>93%</b>	161	<b>92%</b>			<b>92%</b>	86%	95%	<b>90%</b>
Q57. Administration of care was very good or good	144	<b>91%</b>	170	<b>88%</b>			<b>87%</b>	82%	93%	<b>88%</b>
Q58. Cancer research opportunities were discussed with patient	79	<b>44%</b>	92	<b>41%</b>			<b>41%</b>	33%	59%	<b>46%</b>
Q59. Patient's average rating of care scored from very poor to very good	141	<b>9.1</b>	169	<b>8.9</b>			<b>8.9</b>	8.7	9.2	<b>8.9</b>



## 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	*	88%	*	*	68%	*	*	*	*	*	*	100%	*	81%										
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	74%	80%	*	63%	*	*	*	*	*	*	71%	100%	70%										

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	*	96%	89%	*	93%	*	*	*	*	*	*	86%	90%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	78%	95%	*	85%	*	*	*	*	*	*	82%	82%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	77%	89%	*	88%	*	*	*	*	*	*	83%	82%	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	59%	95%	*	82%	*	*	*	*	*	*	83%	80%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	93%	100%	*	92%	*	*	*	*	*	*	100%	82%	94%

FINDING OUT THAT YOU HAD CANCER															Tumour group									
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All										
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	83%	84%	*	79%	*	*	*	*	*	*	72%	83%	80%										
Q13. Patient was definitely told sensitively that they had cancer	*	87%	81%	*	70%	*	*	*	*	*	*	50%	77%	72%										
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	70%	81%	*	79%	*	*	*	*	*	*	69%	77%	76%										
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	90%	90%	*	86%	*	*	*	*	*	*	88%	77%	87%										
Q16. Patient was told they could go back later for more information about their diagnosis	*	88%	100%	*	88%	*	*	*	*	*	*	57%	91%	85%										

## Tumour group tables

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

SUPPORT FROM A MAIN CONTACT PERSON														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q17. Patient had a main point of contact within the care team	*	97%	89%	*	93%	*	*	*	*	*	*	91%	85%	92%
Q18. Patient found it very or quite easy to contact their main contact person	*	85%	86%	*	97%	*	*	*	*	*	*	70%	*	88%
Q19. Patient found advice from main contact person was very or quite helpful	*	96%	100%	*	98%	*	*	*	*	*	*	95%	90%	97%

DECIDING ON THE BEST TREATMENT														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q20. Treatment options were explained in a way the patient could completely understand	*	76%	90%	*	83%	*	*	*	*	*	*	92%	100%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	87%	85%	*	73%	*	*	*	*	*	*	72%	92%	77%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	70%	88%	*	82%	*	*	*	*	*	*	88%	80%	80%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	67%	*	*	50%	*	*	*	*	*	*	50%	*	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	*	70%	71%	*	69%	*	*	*	*	*	*	58%	73%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	89%	*	*	93%	*	*	*	*	*	*	*	*	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	92%	*	*	100%	*	*	*	*	*	*	*	*	98%

SUPPORT FROM HOSPITAL STAFF														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q27. Staff provided the patient with relevant information on available support	*	97%	100%	*	87%	*	*	*	*	*	*	73%	92%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	70%	80%	*	80%	*	*	*	*	*	*	77%	85%	78%
Q29. Patient was offered information about how to get financial help or benefits	*	69%	*	*	69%	*	*	*	*	*	*	*	*	62%

## Tumour group tables

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

HOSPITAL CARE	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	73%	89%	*	86%	*	*	*	*	*	*	79%	*
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	64%	80%	*	75%	*	*	*	*	*	*	73%	*
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	79%	63%	*	48%	*	*	*	*	*	*	65%	*
Q34. Patient was always able to get help from ward staff when needed	*	79%	100%	*	71%	*	*	*	*	*	*	83%	*
Q35. Patient was always able to discuss worries and fears with hospital staff	*	73%	61%	*	63%	*	*	*	*	*	*	65%	*
Q36. Hospital staff always did everything they could to help the patient control pain	*	92%	94%	*	87%	*	*	*	*	*	*	79%	*
Q37. Patient was always treated with respect and dignity while in hospital	*	87%	100%	*	95%	*	*	*	*	*	*	100%	*
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	100%	76%	*	89%	*	*	*	*	*	*	95%	*
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	68%	75%	*	82%	*	*	*	*	*	*	82%	100%

YOUR TREATMENT	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	90%	95%	*	67%	*	*	*	*	*	*	92%	*
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	83%	*	*	*	*	*	*	*	*
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	88%	*	*	*	*	*	*	*	*	*	*	*
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	50%	*	*	*	*	*	*	*	*	*	*	*
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	83%	*	*	*	*	*	*	*	*
Q42_1. Patient completely had enough understandable information about their response to surgery	*	87%	90%	*	58%	*	*	*	*	*	*	79%	*
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	*	74%	*	*	*	*	*	*	*	*
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	82%	*	*	*	*	*	*	*	*	*	*	*
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	55%	*	*	*	*	*	*	*	*	*	*	*
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	78%	*	*	*	*	*	*	*	*
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	80%	63%	*	92%	*	*	*	*	*	*	88%	85%

## Tumour group tables

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

	Tumour group													All
	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%	53%	*	62%	*	*	*	*	*	*	83%	83%	67%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	65%	60%	*	62%	*	*	*	*	*	*	73%	75%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	86%	85%	*	89%	*	*	*	*	*	*	75%	90%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	57%	60%	*	56%	*	*	*	*	*	*	65%	58%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	39%	77%	*	58%	*	*	*	*	*	*	54%	60%	56%

	Tumour group													All
	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	*	76%	55%	*	73%	*	*	*	*	*	*	47%	*	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	*	40%	*	*	*	*	*	*	*	*	44%

	Tumour group													All
	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	*	65%	*	*	50%	*	*	*	*	*	*	64%	*	53%
Q52. Patient has had a review of cancer care by GP practice	*	38%	29%	*	29%	*	*	*	*	*	*	16%	23%	28%



## Tumour group tables

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

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	*	*	*	*	*	*	*	*	*	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	79%	80%	*	79%	*	*	*	*	*	*	54%	*	75%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	61%	50%	*	75%	*	*	*	*	*	*	58%	70%	67%

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q56. The whole care team worked well together	*	93%	95%	*	90%	*	*	*	*	*	*	96%	83%	92%
Q57. Administration of care was very good or good	*	83%	90%	*	90%	*	*	*	*	*	*	88%	77%	88%
Q58. Cancer research opportunities were discussed with patient	*	47%	43%	*	39%	*	*	*	*	*	*	*	*	41%
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	8.9	*	9.1	*	*	*	*	*	*	9.0	8.5	8.9



## 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	*	*	*	*	73%	67%	96%	*	81%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	*	73%	82%	79%	63%	73%	70%

DIAGNOSTIC TESTS									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	*	93%	100%	90%	91%	100%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	81%	89%	89%	82%	88%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	75%	79%	95%	81%	81%	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	87%	63%	88%	81%	76%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	100%	100%	93%	95%	88%	94%

FINDING OUT THAT YOU HAD CANCER									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	*	75%	88%	70%	88%	88%	80%
Q13. Patient was definitely told sensitively that they had cancer	*	*	*	76%	84%	71%	73%	75%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	*	71%	65%	83%	81%	80%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	88%	85%	88%	89%	80%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	*	100%	94%	81%	83%	81%	85%

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	*	*	*	81%	89%	96%	96%	95%	92%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	69%	86%	90%	91%	88%	88%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	100%	100%	98%	98%	93%	97%

DECIDING ON THE BEST TREATMENT									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	*	*	88%	80%	91%	81%	95%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	*	94%	75%	80%	72%	80%	77%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	76%	80%	86%	77%	87%	80%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	50%	73%	55%	52%	67%	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	*	*	*	56%	65%	67%	79%	80%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	*	*	100%	94%	*	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	*	*	100%	100%	*	98%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	*	*	93%	100%	90%	91%	88%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	*	71%	80%	76%	80%	85%	78%
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	*	60%	79%	59%	*	62%

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	*	*	*	*	*	88%	74%	91%	83%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	*	*	79%	60%	60%	73%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	*	*	68%	55%	60%	64%
Q34. Patient was always able to get help from ward staff when needed	*	*	*	*	*	88%	76%	*	83%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	*	*	68%	47%	64%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	*	*	86%	87%	*	88%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	*	*	88%	100%	91%	95%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	*	*	92%	82%	*	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	*	86%	69%	84%	78%	88%	79%

## 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	*	*	*	93%	88%	97%	84%	91%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	*	88%	82%	*	82%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	*	*	*	*	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	*	*	*	*	50%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	100%	*	86%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	*	93%	81%	84%	73%	*	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	*	*	83%	64%	*	75%
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	*	*	*	*	*	*	*	*	54%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	100%	*	85%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	*	88%	85%	79%	92%	81%	85%

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	*	*	*	76%	56%	78%	59%	67%	67%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	69%	53%	62%	73%	76%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	85%	100%	94%	77%	85%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	65%	44%	62%	65%	53%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	53%	27%	60%	64%	75%	56%

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	*	*	*	79%	42%	68%	68%	67%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	*	*	54%	45%	*	44%

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	*	*	*	54%	33%	56%	71%	50%	53%
Q52. Patient has had a review of cancer care by GP practice	*	*	*	50%	37%	28%	26%	16%	28%

## 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	*	*	*	*	*	*	*	*	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	77%	90%	76%	78%	70%	75%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	50%	68%	68%	76%	64%	67%

YOUR OVERALL NHS CARE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	*	*	94%	100%	88%	94%	89%	92%
Q57. Administration of care was very good or good	*	*	*	76%	90%	94%	91%	80%	88%
Q58. Cancer research opportunities were discussed with patient	*	*	*	33%	40%	44%	50%	*	41%
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	8.8	9.2	9.1	9.1	8.4	8.9

## ‘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	82%	80%	*	*	*	*	81%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	71%	*	*	*	*	70%

### DIAGNOSTIC TESTS

Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	95%	*	*	*	*	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	88%	*	*	*	*	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	86%	82%	*	*	*	*	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	84%	*	*	*	*	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	95%	*	*	*	*	94%

### FINDING OUT THAT YOU HAD CANCER

Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	77%	*	*	*	*	80%
Q13. Patient was definitely told sensitively that they had cancer	77%	69%	*	*	*	*	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	79%	*	*	*	*	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	90%	83%	*	*	*	*	87%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	85%	*	*	*	*	85%

### SUPPORT FROM A MAIN CONTACT PERSON

Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	94%	90%	*	*	*	*	92%
Q18. Patient found it very or quite easy to contact their main contact person	88%	87%	*	*	*	*	88%
Q19. Patient found advice from main contact person was very or quite helpful	99%	95%	*	*	*	*	97%

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

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

DECIDING ON THE BEST TREATMENT							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	88%	*	*	*	*	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	77%	*	*	*	*	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	73%	87%	*	*	*	*	80%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	49%	61%	*	*	*	*	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	62%	78%	*	*	*	*	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	89%	97%	*	*	*	*	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	96%	100%	*	*	*	*	98%

SUPPORT FROM HOSPITAL STAFF							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	93%	*	*	*	*	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	83%	*	*	*	*	78%
Q29. Patient was offered information about how to get financial help or benefits	58%	64%	*	*	*	*	62%

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

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

HOSPITAL CARE							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	73%	90%	*	*	*	*	83%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	74%	*	*	*	*	73%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	58%	*	*	*	*	64%
Q34. Patient was always able to get help from ward staff when needed	83%	82%	*	*	*	*	83%
Q35. Patient was always able to discuss worries and fears with hospital staff	66%	59%	*	*	*	*	64%
Q36. Hospital staff always did everything they could to help the patient control pain	89%	86%	*	*	*	*	88%
Q37. Patient was always treated with respect and dignity while in hospital	92%	98%	*	*	*	*	95%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	90%	*	*	*	*	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	84%	*	*	*	*	79%

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	89%	93%	*	*	*	*	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	80%	84%	*	*	*	*	82%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	*	*	*	*	*	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	*	*	50%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	88%	*	*	*	*	86%
Q42_1. Patient completely had enough understandable information about their response to surgery	79%	88%	*	*	*	*	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	67%	81%	*	*	*	*	75%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	*	*	*	*	*	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	*	*	*	54%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	88%	*	*	*	*	85%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	85%	84%	*	*	*	*	85%

## ‘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	62%	74%	*	*	*	*	67%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	63%	*	*	*	*	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	94%	*	*	*	*	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	62%	*	*	*	*	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	46%	65%	*	*	*	*	56%

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	63%	66%	*	*	*	*	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	24%	67%	*	*	*	*	44%

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	50%	54%	*	*	*	*	53%
Q52. Patient has had a review of cancer care by GP practice	23%	32%	*	*	*	*	28%

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	22%	*	*	*	*	*	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	78%	*	*	*	*	75%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	73%	*	*	*	*	67%



## ‘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	91%	92%	*	*	*	*	92%
Q57. Administration of care was very good or good	87%	87%	*	*	*	*	88%
Q58. Cancer research opportunities were discussed with patient	42%	41%	*	*	*	*	41%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	*	*	*	*	8.9

## 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	83%	*	*	*	*	*	81%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	*	90%	*	*	*	70%

DIAGNOSTIC TESTS							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	*	100%	*	*	90%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	*	100%	*	*	75%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	84%	*	86%	*	*	75%	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	*	93%	*	*	75%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	*	92%	*	*	92%	94%

FINDING OUT THAT YOU HAD CANCER							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	*	88%	*	*	*	80%
Q13. Patient was definitely told sensitively that they had cancer	72%	*	79%	*	*	67%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	*	88%	*	*	58%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	*	88%	*	*	91%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	85%	*	86%	*	*	91%	85%

SUPPORT FROM A MAIN CONTACT PERSON							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	92%	*	85%	*	*	100%	92%
Q18. Patient found it very or quite easy to contact their main contact person	89%	*	82%	*	*	82%	88%
Q19. Patient found advice from main contact person was very or quite helpful	97%	*	100%	*	*	92%	97%

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	84%	*	88%	*	*	90%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	*	88%	*	*	75%	77%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	*	77%	*	*	73%	80%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	*	*	*	*	*	56%

## Ethnicity tables

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

CARE PLANNING	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	*	71%	*	*	55%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	*	*	*	*	*	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	*	*	*	*	98%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q27. Staff provided the patient with relevant information on available support	91%	*	91%	*	*	90%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	*	88%	*	*	83%	78%
Q29. Patient was offered information about how to get financial help or benefits	61%	*	*	*	*	*	62%

HOSPITAL CARE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	85%	*	*	*	*	*	83%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	76%	*	*	*	*	*	73%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	*	*	*	*	*	64%
Q34. Patient was always able to get help from ward staff when needed	81%	*	*	*	*	*	83%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	*	*	*	*	*	64%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	*	*	*	*	*	88%
Q37. Patient was always treated with respect and dignity while in hospital	97%	*	*	*	*	*	95%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	92%	*	*	*	*	*	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	*	92%	*	*	*	79%

## 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	89%	*	100%	*	*	*	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	79%	*	*	*	*	*	82%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	*	*	*	*	*	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	*	*	50%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	*	*	*	*	*	86%
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	*	80%	*	*	*	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	71%	*	*	*	*	*	75%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	89%	*	*	*	*	*	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	*	*	*	54%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	87%	*	*	*	*	*	85%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	86%	*	75%	*	*	75%	85%

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	67%	*	73%	*	*	55%	67%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	*	50%	*	*	67%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	*	*	*	*	*	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	61%	*	53%	*	*	45%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55%	*	69%	*	*	*	56%

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	68%	*	55%	*	*	*	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	*	*	*	*	*	44%

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	54%	*	30%	*	*	*	53%
Q52. Patient has had a review of cancer care by GP practice	25%	*	50%	*	*	27%	28%

## 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	26%	*	*	*	*	*	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	*	*	*	*	*	75%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	*	73%	*	*	80%	67%

YOUR OVERALL NHS CARE							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	92%	*	100%	*	*	91%	92%
Q57. Administration of care was very good or good	87%	*	94%	*	*	92%	88%
Q58. Cancer research opportunities were discussed with patient	34%	*	80%	*	*	*	41%
Q59. Patient's average rating of care scored from very poor to very good	9.0	*	9.1	*	*	8.3	8.9

## 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)	Non-England	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	*	89%	73%	*	81%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	62%	77%	68%	*	70%

DIAGNOSTIC TESTS							
	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	94%	91%	93%	*	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	89%	89%	81%	*	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	89%	84%	82%	*	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	94%	82%	74%	*	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	89%	97%	94%	*	94%

FINDING OUT THAT YOU HAD CANCER							
	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	90%	78%	79%	*	80%
Q13. Patient was definitely told sensitively that they had cancer	*	*	91%	76%	70%	*	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	96%	72%	73%	*	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	100%	93%	81%	*	87%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	90%	89%	83%	*	85%

SUPPORT FROM A MAIN CONTACT PERSON							
	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q17. Patient had a main point of contact within the care team	*	*	95%	95%	93%	*	92%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	89%	89%	87%	*	88%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	100%	100%	95%	*	97%

## IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD quintile						All
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	
Q20. Treatment options were explained in a way the patient could completely understand	*	*	86%	92%	80%	*	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	74%	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	*	*	75%	78%	83%	*	80%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	71%	50%	56%	*	56%

CARE PLANNING	IMD quintile						All
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	80%	64%	67%	*	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	90%	100%	92%	*	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	92%	100%	*	98%

SUPPORT FROM HOSPITAL STAFF	IMD quintile						All
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	
Q27. Staff provided the patient with relevant information on available support	*	*	95%	84%	93%	*	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	77%	77%	76%	*	78%
Q29. Patient was offered information about how to get financial help or benefits	*	*	58%	63%	61%	*	62%

HOSPITAL CARE	IMD quintile						All
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	70%	81%	86%	*	83%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	82%	67%	*	73%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	75%	56%	*	64%
Q34. Patient was always able to get help from ward staff when needed	*	*	60%	85%	85%	*	83%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	60%	63%	61%	*	64%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	82%	89%	*	88%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	90%	100%	93%	*	95%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	90%	88%	*	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	70%	91%	78%	*	79%

## 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)	Non-England	
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	100%	90%	88%	*	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	90%	88%	81%	*	82%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	86%	*	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	*	*	50%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	84%	*	86%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	87%	82%	85%	*	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	90%	87%	68%	*	75%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	*	*	88%	*	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	*	*	*	54%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	79%	*	85%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	96%	84%	83%	*	85%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	IMD quintile						All
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	*	62%	74%	64%	*	67%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	70%	71%	65%	*	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	82%	88%	90%	*	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	75%	63%	52%	*	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	69%	59%	50%	*	56%

SUPPORT WHILE AT HOME	IMD quintile						All
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	*	80%	59%	60%	*	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	50%	36%	50%	*	44%

CARE FROM YOUR GP PRACTICE	IMD quintile						All
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	60%	60%	52%	*	53%
Q52. Patient has had a review of cancer care by GP practice	*	*	37%	35%	23%	*	28%



## 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						All
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	39%	*	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	79%	76%	*	75%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	79%	61%	67%	*	67%

YOUR OVERALL NHS CARE	IMD quintile						All
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	
Q56. The whole care team worked well together	*	*	100%	88%	91%	*	92%
Q57. Administration of care was very good or good	*	*	91%	91%	85%	*	88%
Q58. Cancer research opportunities were discussed with patient	*	*	70%	40%	37%	*	41%
Q59. Patient's average rating of care scored from very poor to very good	*	*	9.3	9.0	8.8	*	8.9

## 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	86%	76%	*	81%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	74%	*	70%

DIAGNOSTIC TESTS		Long-term condition status		
	Yes	No	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	94%	90%	92%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	90%	77%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	88%	81%	71%	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	82%	71%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	94%	92%	94%

FINDING OUT THAT YOU HAD CANCER		Long-term condition status		
	Yes	No	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	83%	78%	*	80%
Q13. Patient was definitely told sensitively that they had cancer	71%	75%	69%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	76%	57%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	85%	92%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	87%	84%	83%	85%

SUPPORT FROM A MAIN CONTACT PERSON		Long-term condition status		
	Yes	No	Not given	All
Q17. Patient had a main point of contact within the care team	92%	91%	100%	92%
Q18. Patient found it very or quite easy to contact their main contact person	90%	86%	83%	88%
Q19. Patient found advice from main contact person was very or quite helpful	99%	96%	92%	97%

DECIDING ON THE BEST TREATMENT		Long-term condition status		
	Yes	No	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	87%	83%	73%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	77%	54%	77%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	78%	70%	80%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	59%	47%	*	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	71%	69%	58%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	100%	*	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	95%	*	98%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	90%	90%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	82%	72%	71%	78%
Q29. Patient was offered information about how to get financial help or benefits	63%	59%	*	62%

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	83%	84%	*	83%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	80%	58%	*	73%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	74%	44%	*	64%
Q34. Patient was always able to get help from ward staff when needed	89%	76%	*	83%
Q35. Patient was always able to discuss worries and fears with hospital staff	70%	58%	*	64%
Q36. Hospital staff always did everything they could to help the patient control pain	94%	83%	*	88%
Q37. Patient was always treated with respect and dignity while in hospital	96%	96%	*	95%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	93%	86%	*	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	76%	80%	79%

## Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	89%	*	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	81%	83%	*	82%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	92%	*	*	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	50%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	79%	92%	*	86%
Q42_1. Patient completely had enough understandable information about their response to surgery	91%	74%	*	82%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	70%	79%	*	75%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	93%	*	*	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	54%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	85%	92%	*	85%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	87%	80%	86%	85%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	69%	67%	58%	67%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	60%	64%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	92%	*	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	61%	56%	54%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	62%	53%	27%	56%

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	74%	53%	*	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	58%	26%	*	44%

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	57%	48%	50%	53%
Q52. Patient has had a review of cancer care by GP practice	26%	30%	31%	28%

## 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	27%	27%	*	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	76%	*	75%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	67%	80%	67%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	91%	93%	92%	92%
Q57. Administration of care was very good or good	87%	89%	86%	88%
Q58. Cancer research opportunities were discussed with patient	41%	41%	*	41%
Q59. Patient's average rating of care scored from very poor to very good	9.0	9.0	8.5	8.9

## Year on year charts

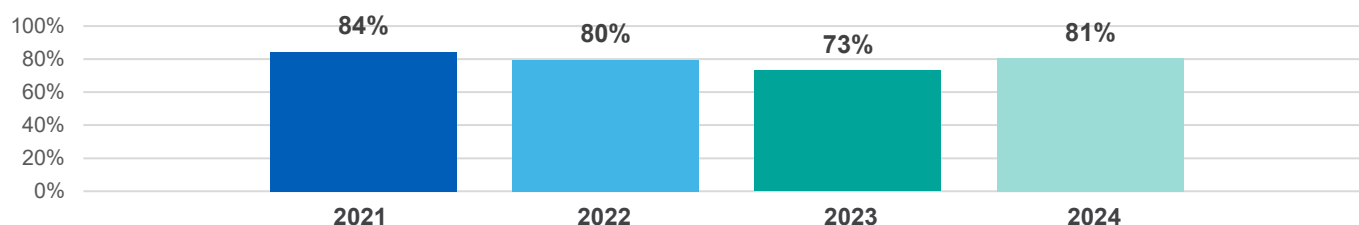
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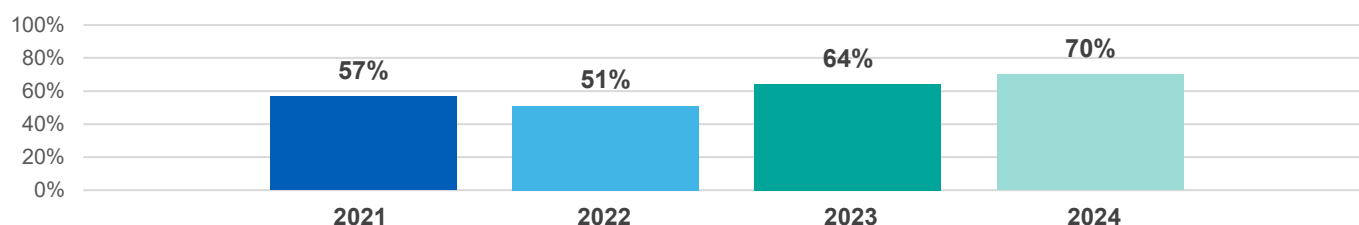
The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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

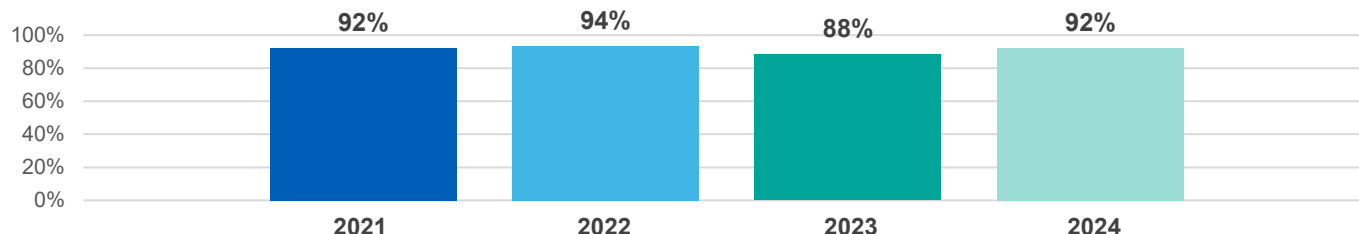


Q3. Referral for diagnosis was explained in a way the patient could completely understand

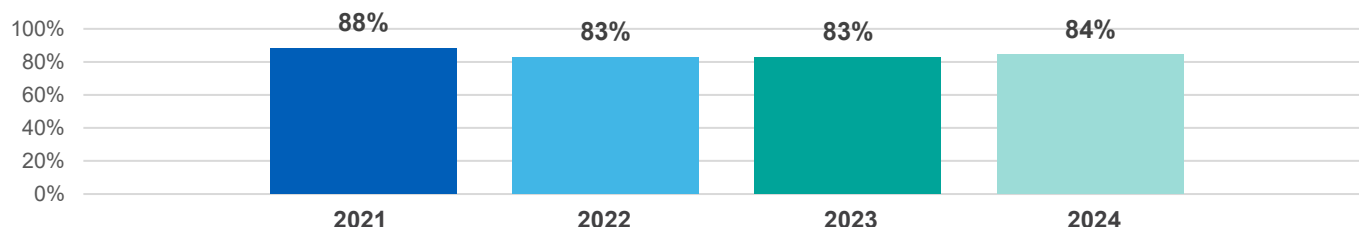


### DIAGNOSTIC TESTS

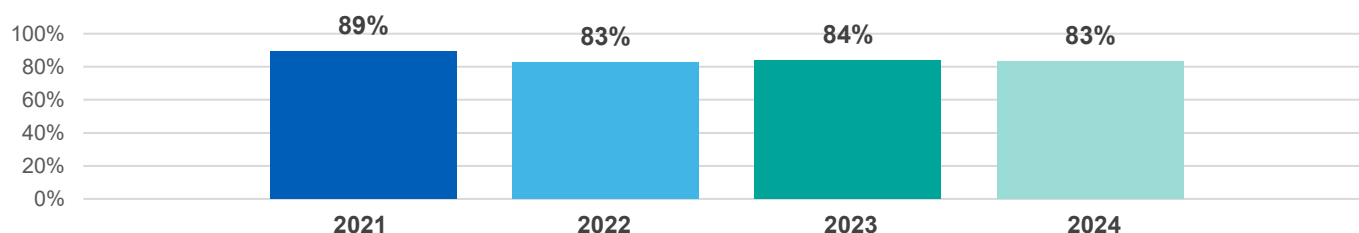
Q5. Patient received all the information needed about the diagnostic test in advance



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



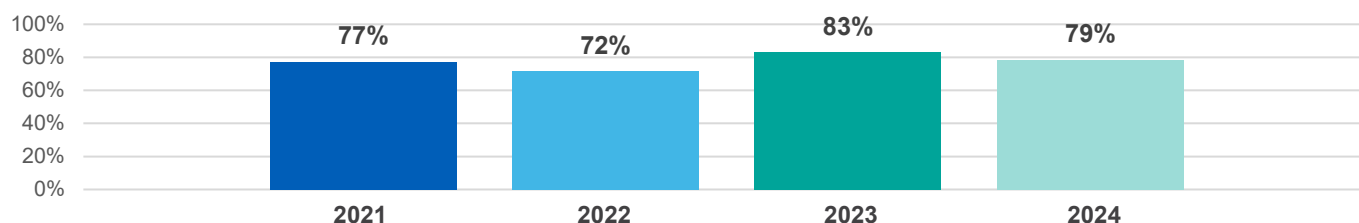
## Year on year charts

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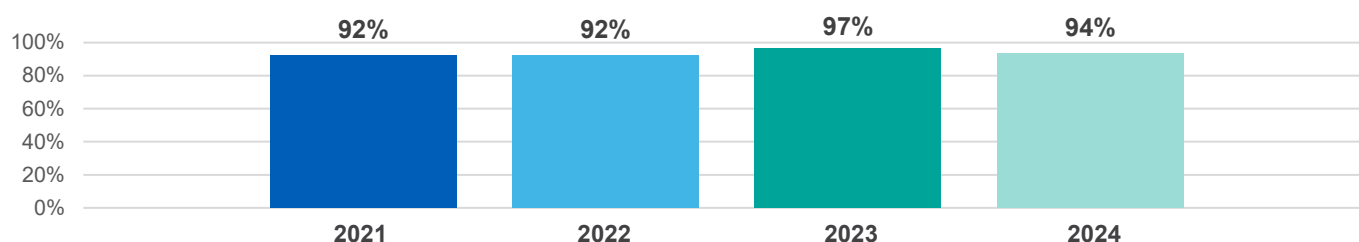
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The scores are unadjusted and based on England scores only.

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

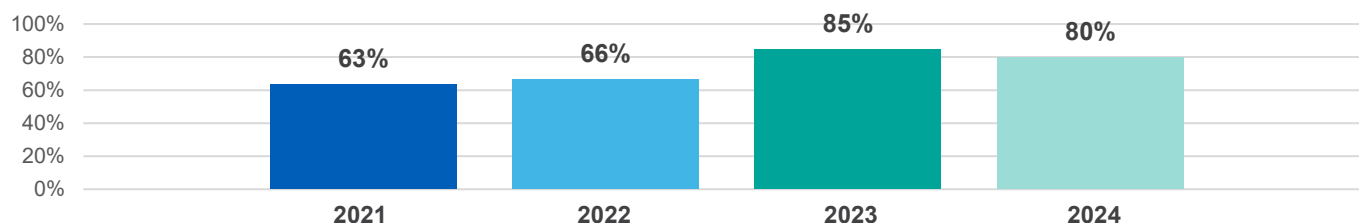


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

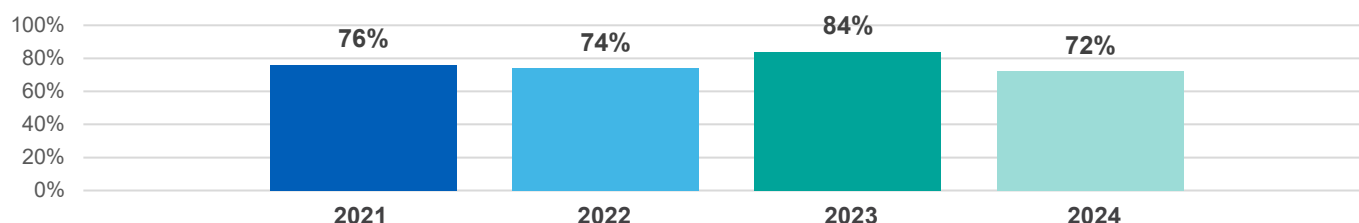


### FINDING OUT THAT YOU HAD CANCER

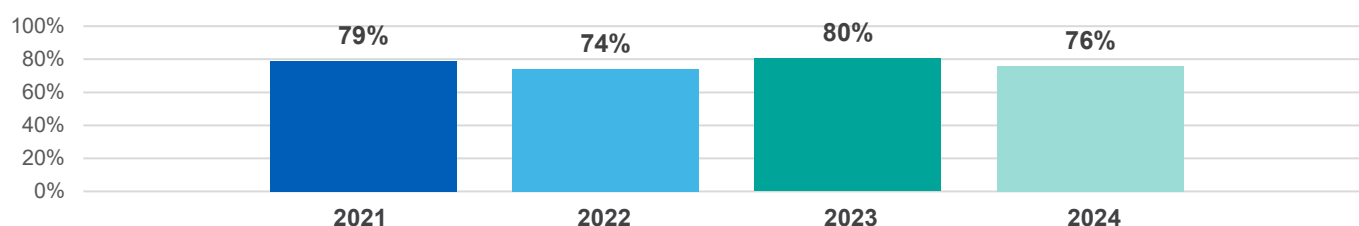
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



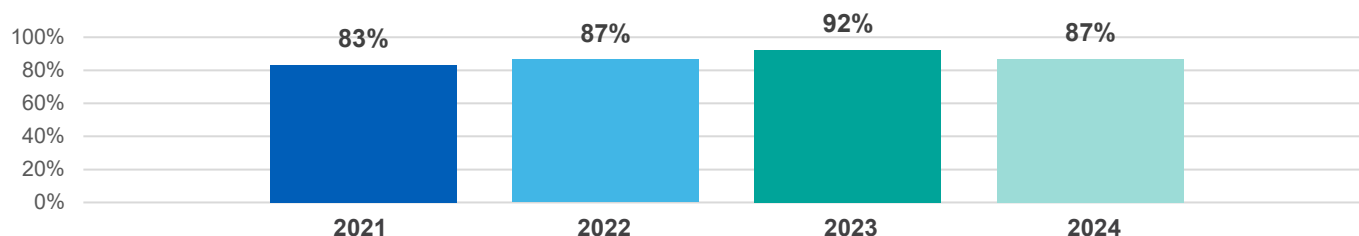
## Year on year charts

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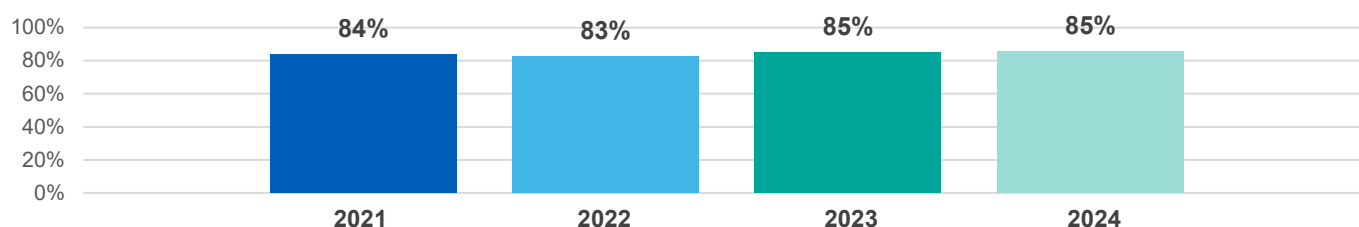
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The scores are unadjusted and based on England scores only.

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

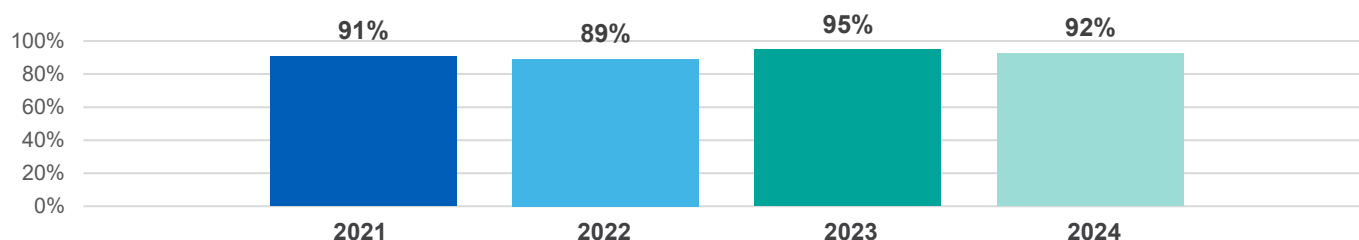


Q16. Patient was told they could go back later for more information about their diagnosis

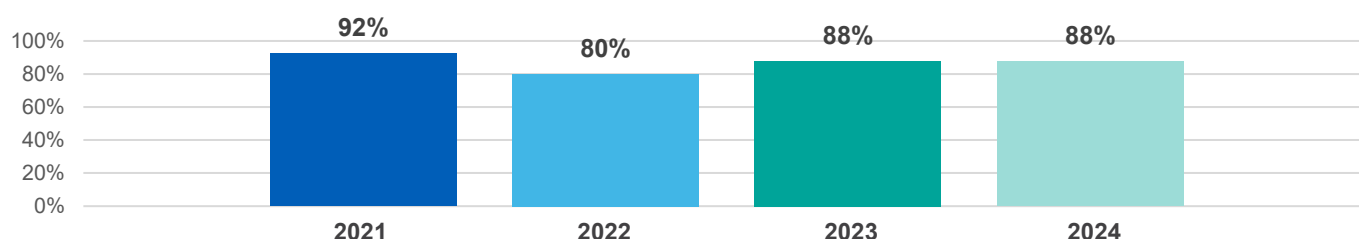


### SUPPORT FROM A MAIN CONTACT PERSON

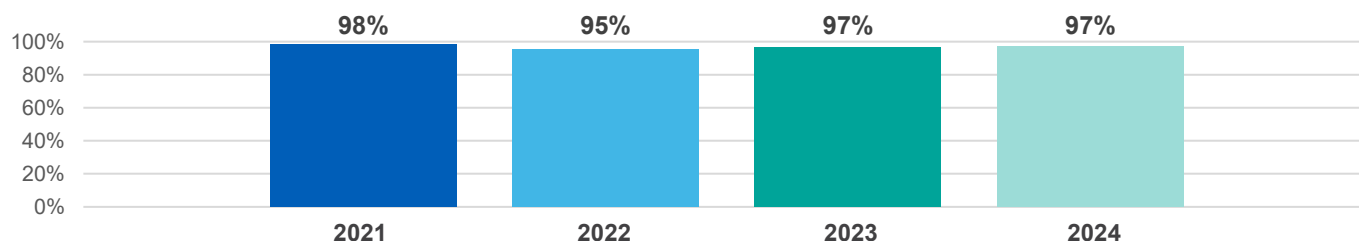
Q17. Patient had a main point of contact within the care team



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



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





## Year on year charts

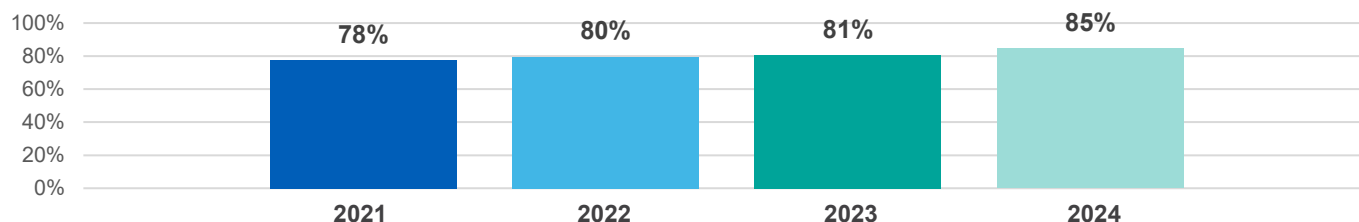
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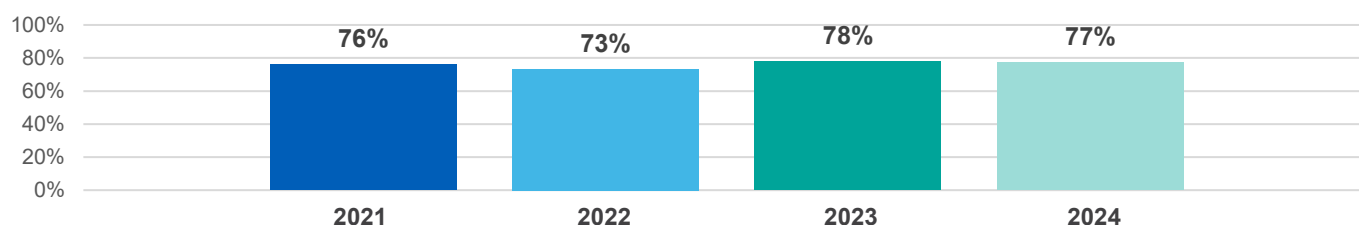
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### DECIDING ON THE BEST TREATMENT

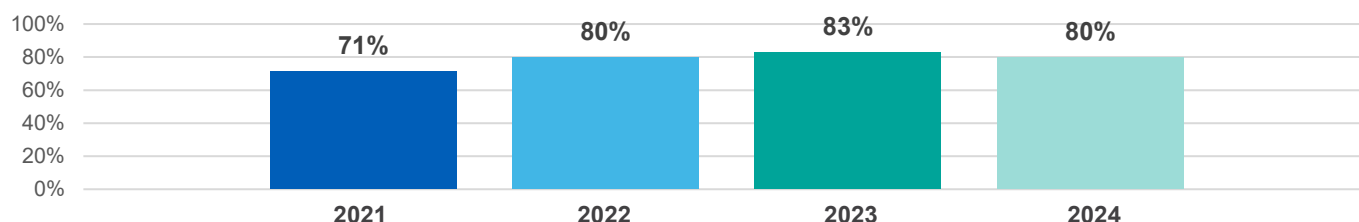
Q20. Treatment options were explained in a way the patient could completely understand



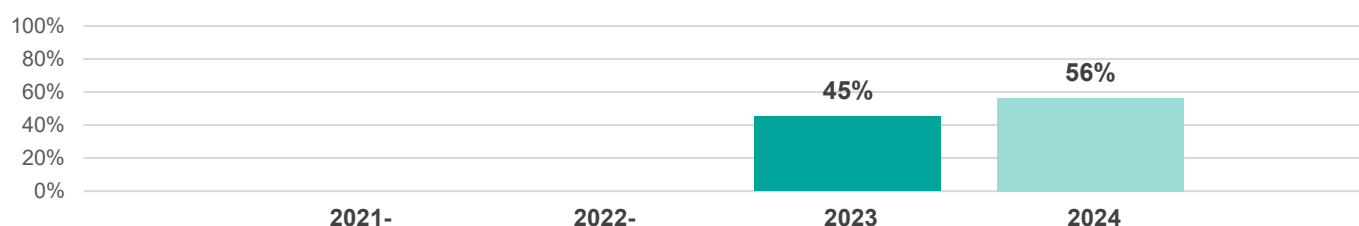
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

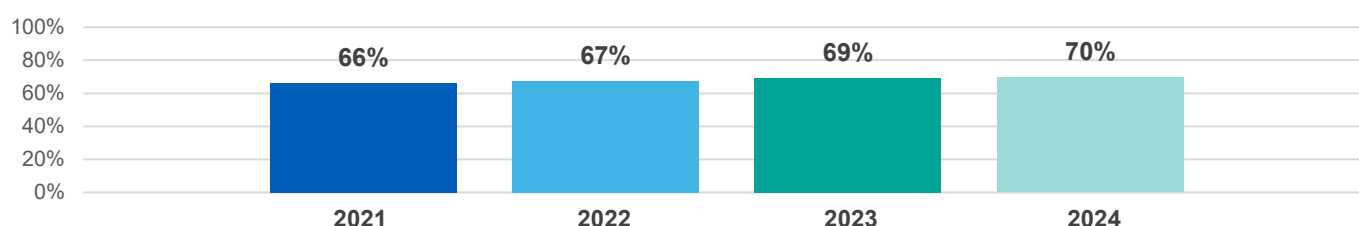


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



### CARE PLANNING

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



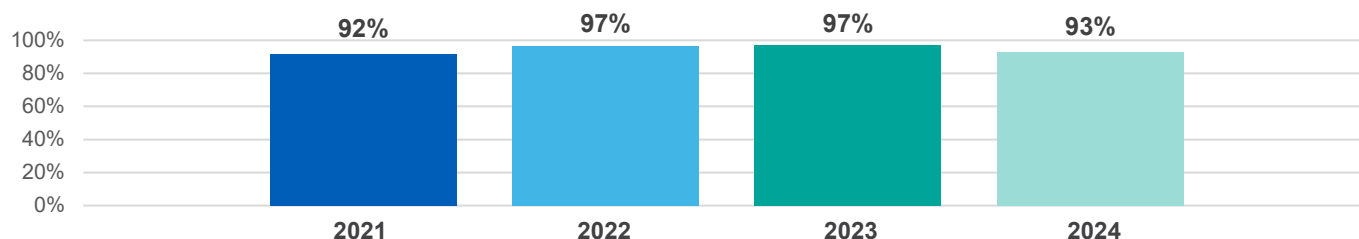
## Year on year charts

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

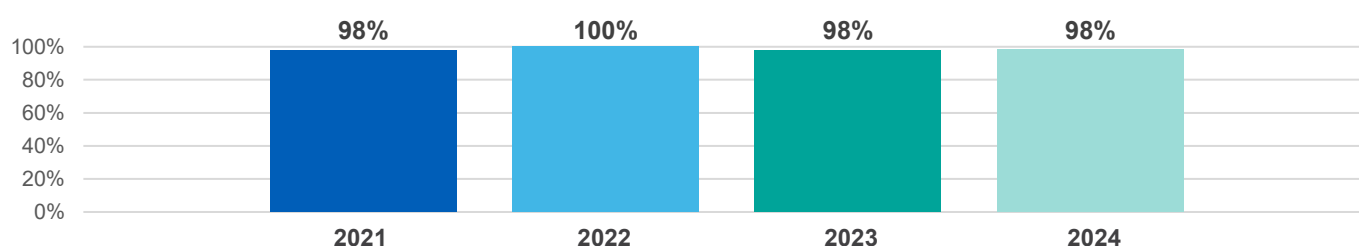
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The scores are unadjusted and based on England scores only.

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

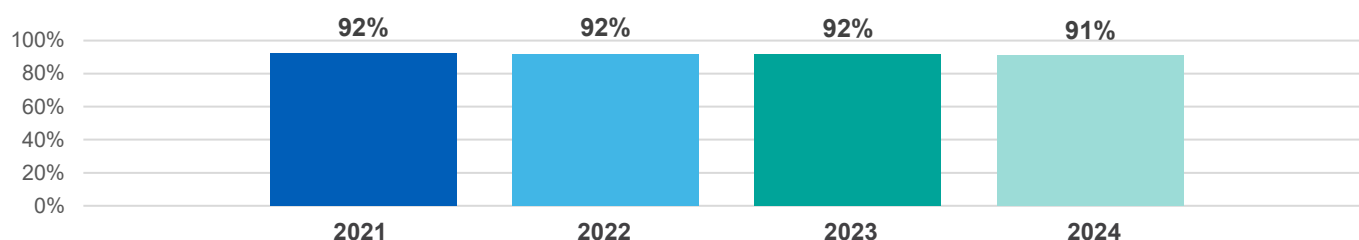


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

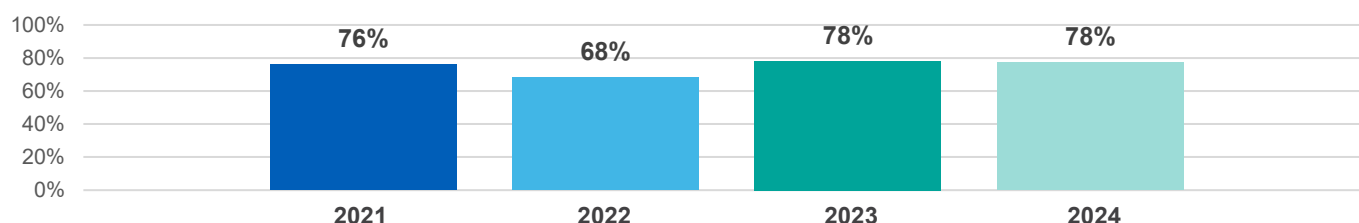


### SUPPORT FROM HOSPITAL STAFF

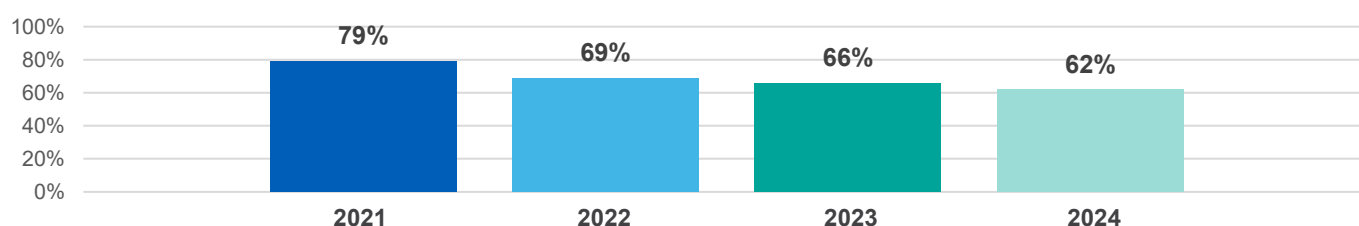
Q27. Staff provided the patient with relevant information on available support



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

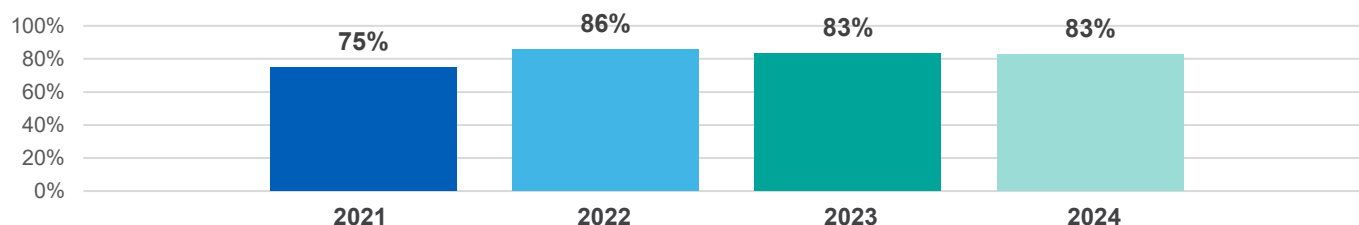
\* Indicates where a score is not available due to suppression or a low base size.

- No score available.

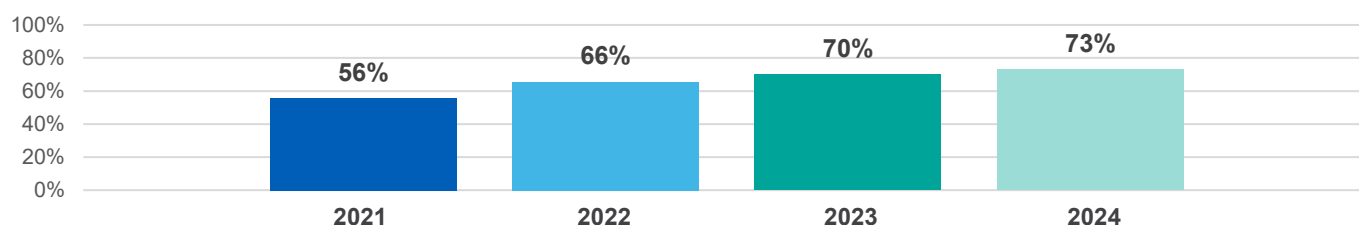
The scores are unadjusted and based on England scores only.

### HOSPITAL CARE

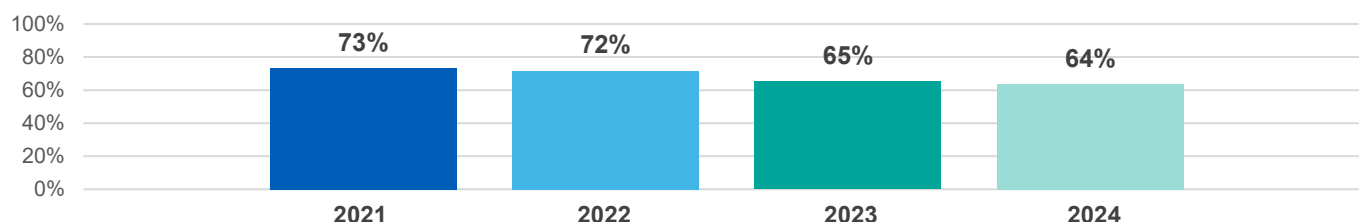
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



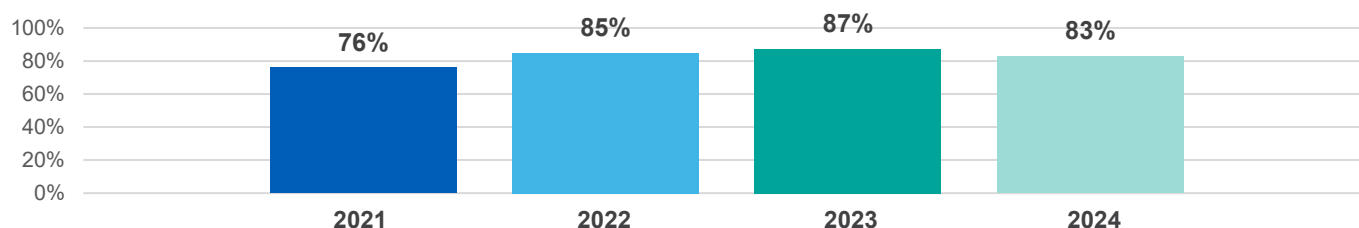
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



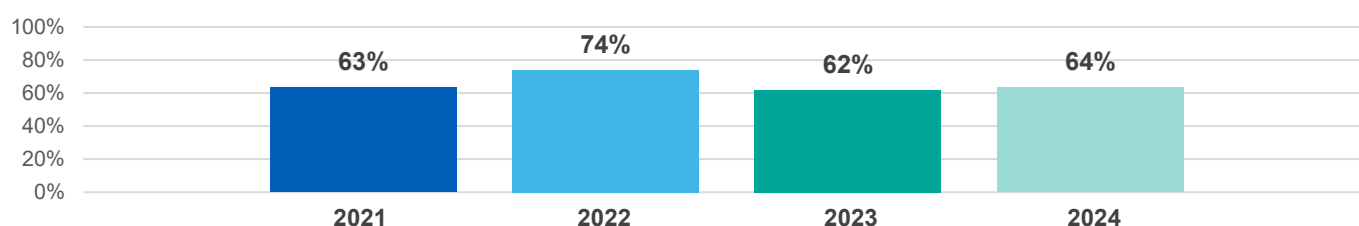
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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



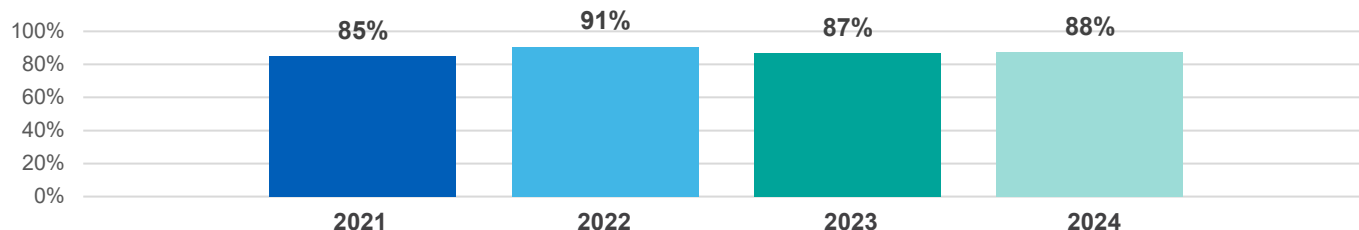
## Year on year charts

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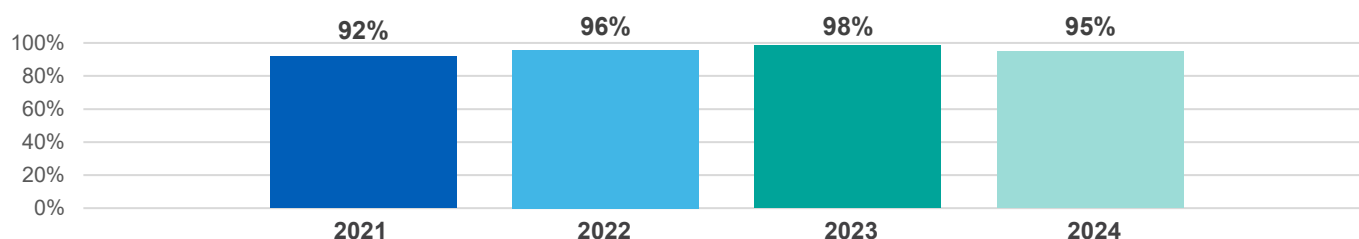
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The scores are unadjusted and based on England scores only.

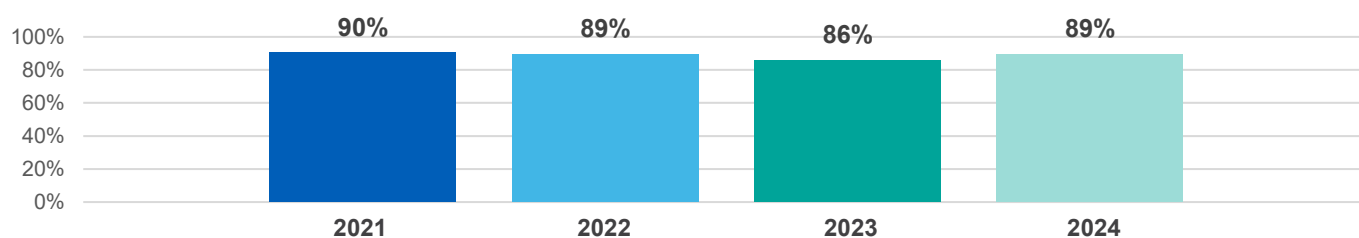
Q36. Hospital staff always did everything they could to help the patient control pain



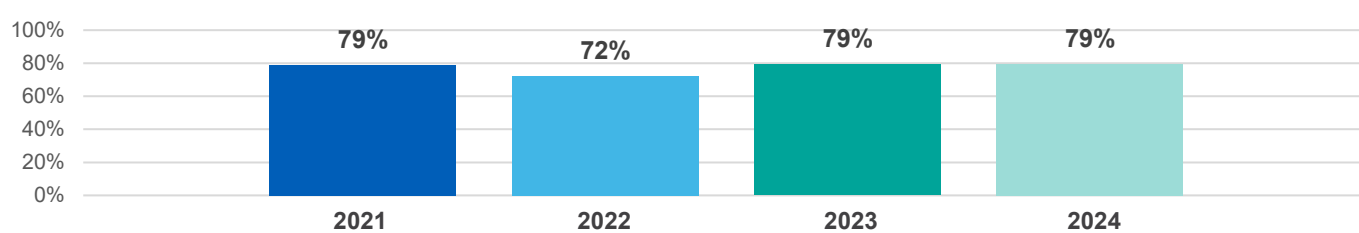
Q37. Patient was always treated with respect and dignity while in hospital



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

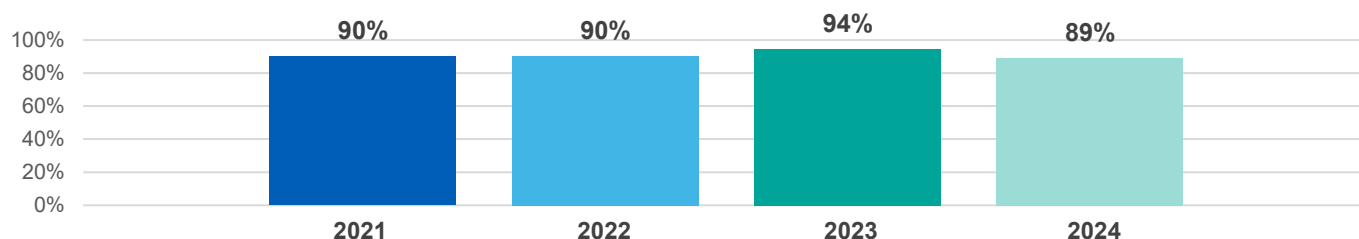


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



## YOUR TREATMENT

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



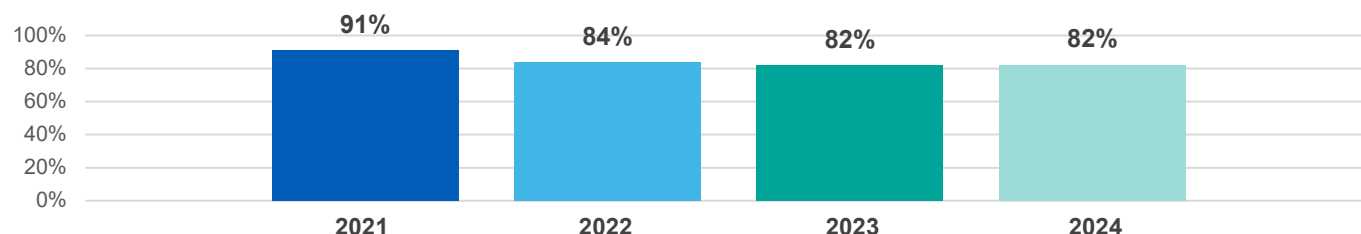
## Year on year charts

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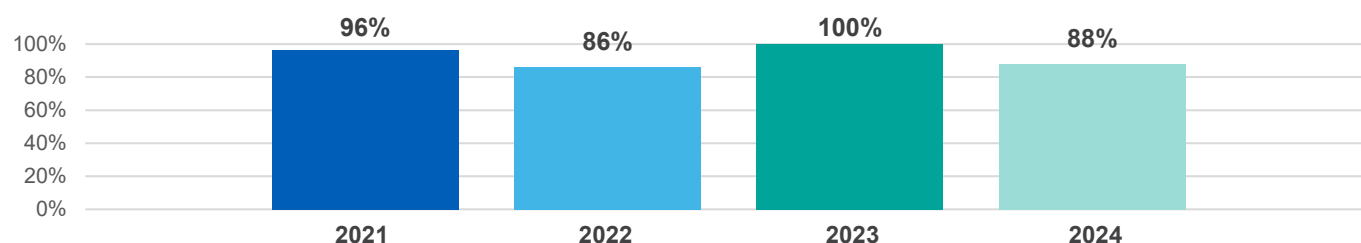
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The scores are unadjusted and based on England scores only.

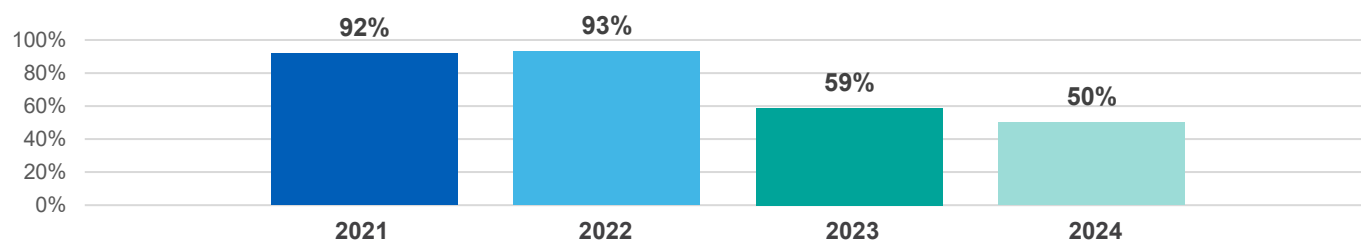
Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy



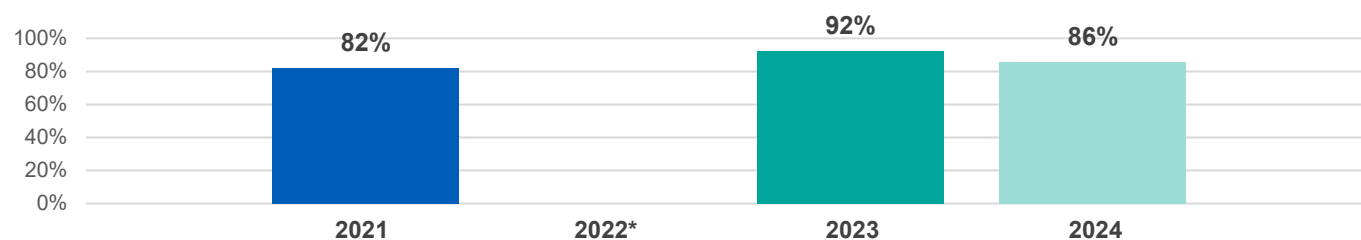
Q41\_3. Beforehand patient completely had enough understandable information about radiotherapy



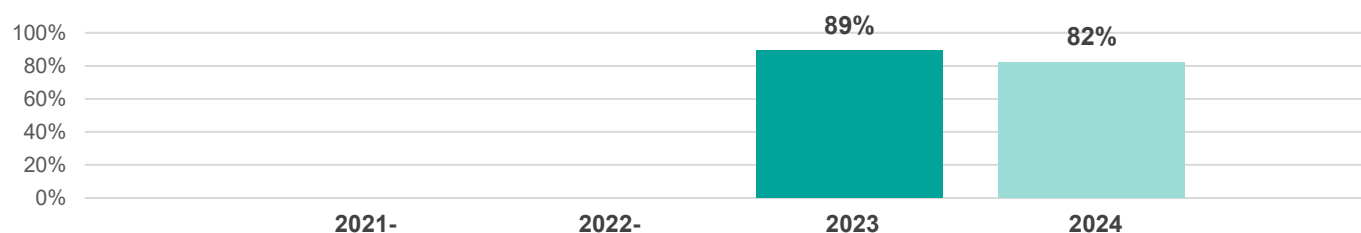
Q41\_4. Beforehand patient completely had enough understandable information about hormone therapy



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



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



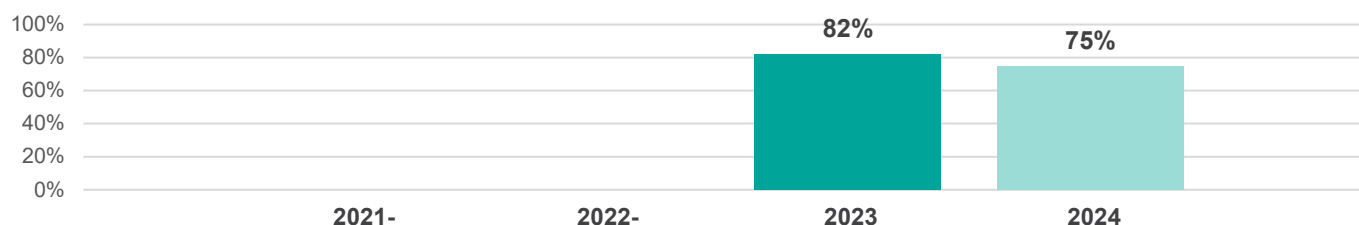
## Year on year charts

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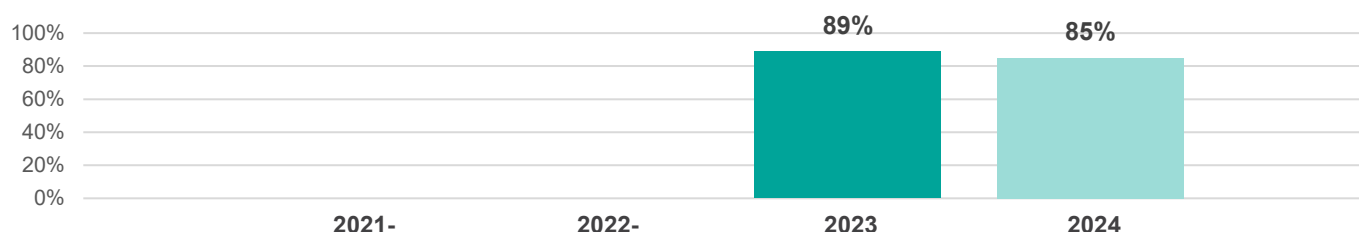
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The scores are unadjusted and based on England scores only.

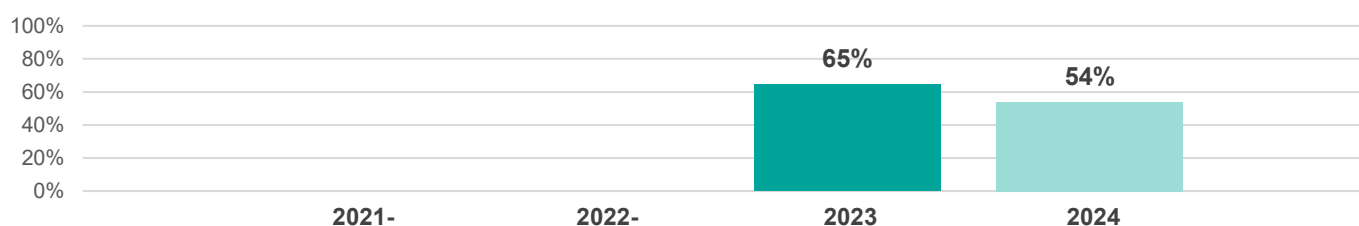
Q42\_2. Patient completely had enough understandable information about their response to chemotherapy



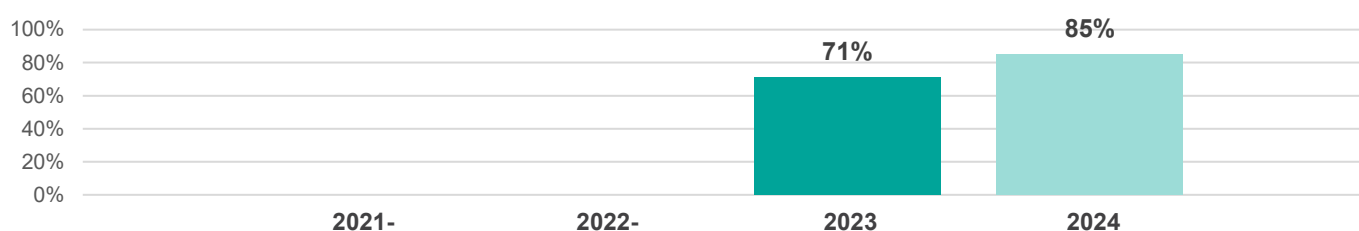
Q42\_3. Patient completely had enough understandable information about their response to radiotherapy



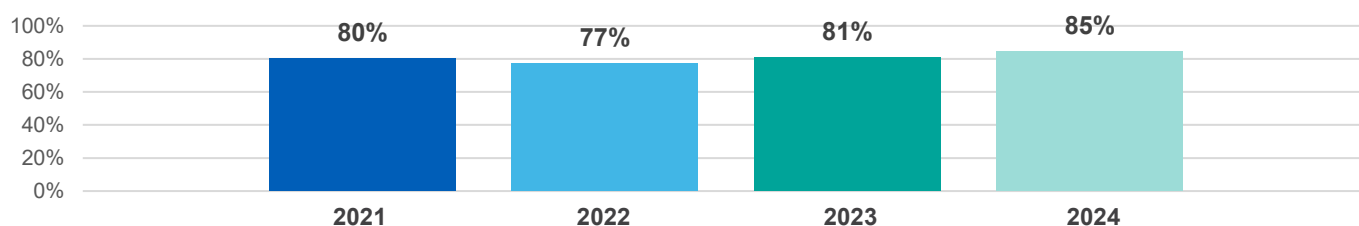
Q42\_4. Patient completely had enough understandable information about their response to hormone therapy



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

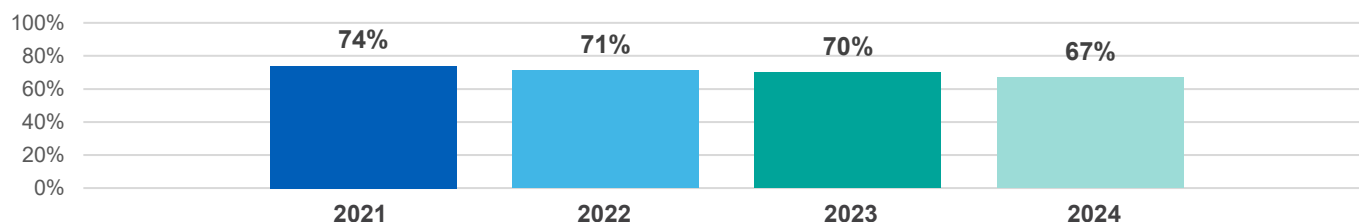
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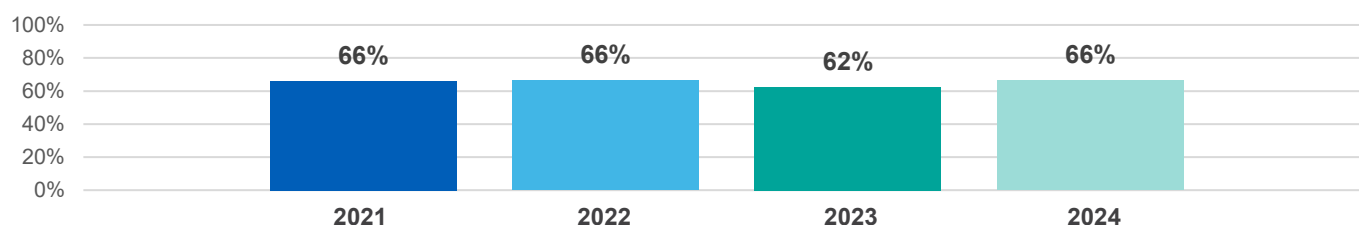
The scores are unadjusted and based on England scores only.

### IMMEDIATE AND LONG-TERM SIDE EFFECTS

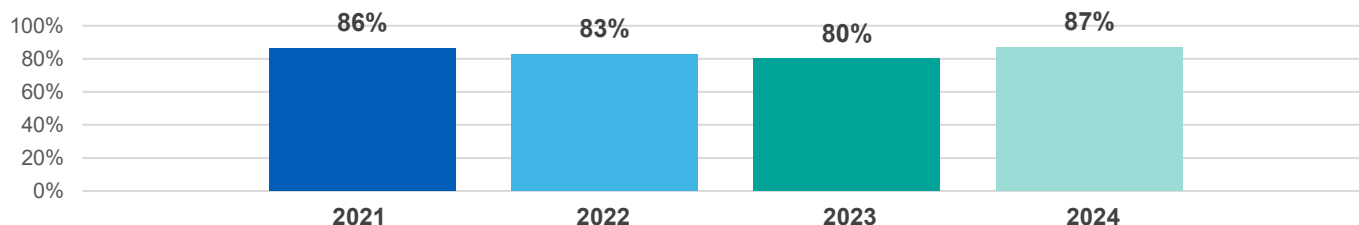
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



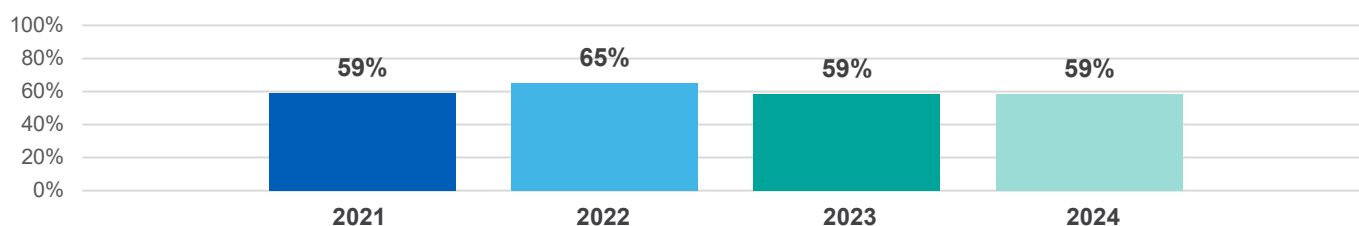
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



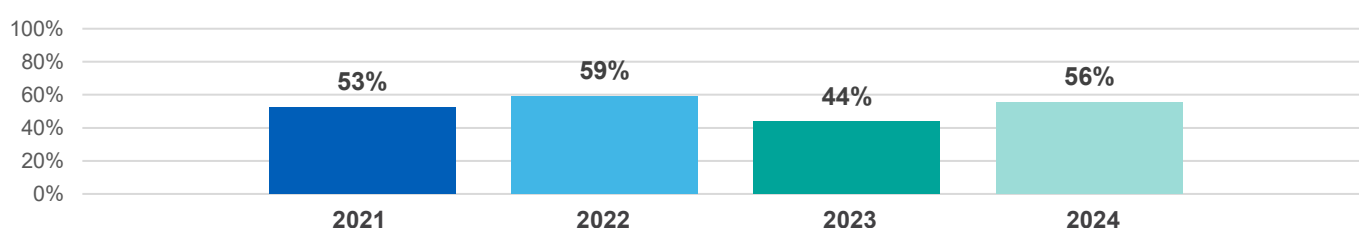
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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

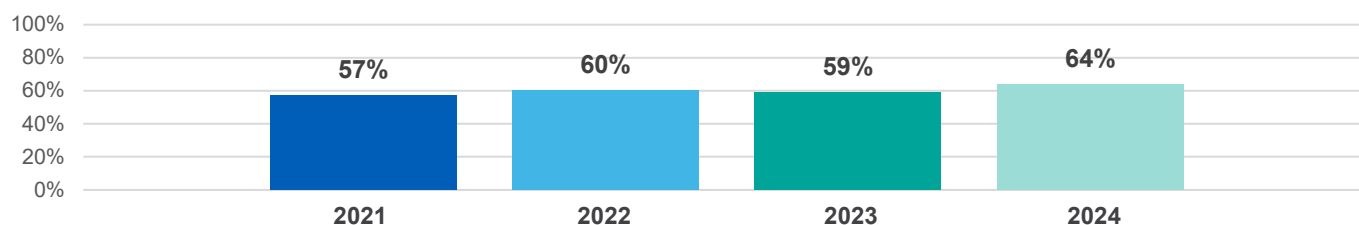
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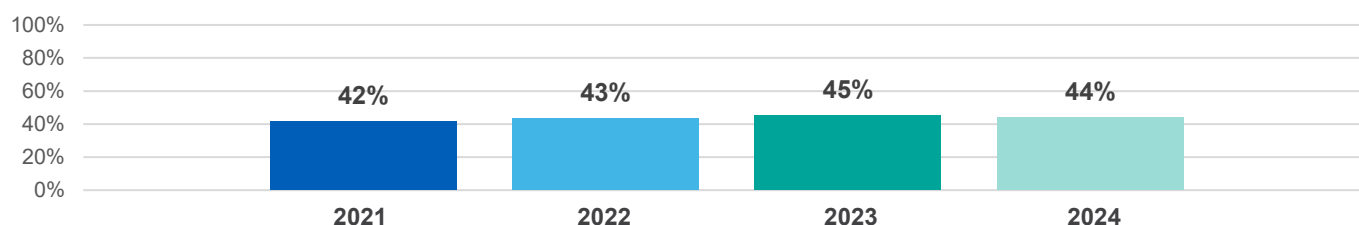
The scores are unadjusted and based on England scores only.

### SUPPORT WHILE AT HOME

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

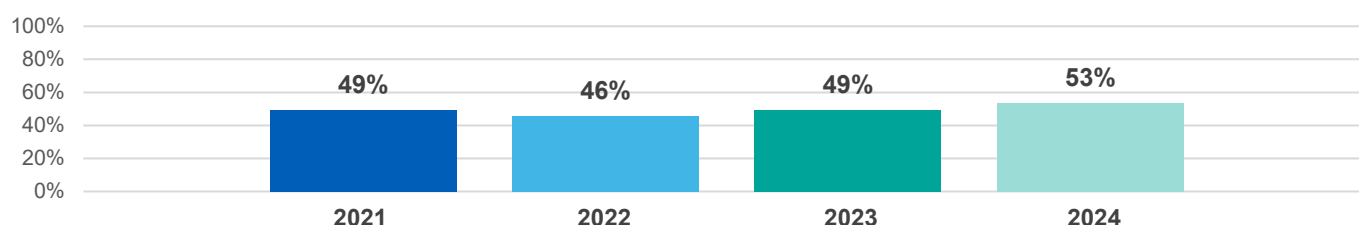


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

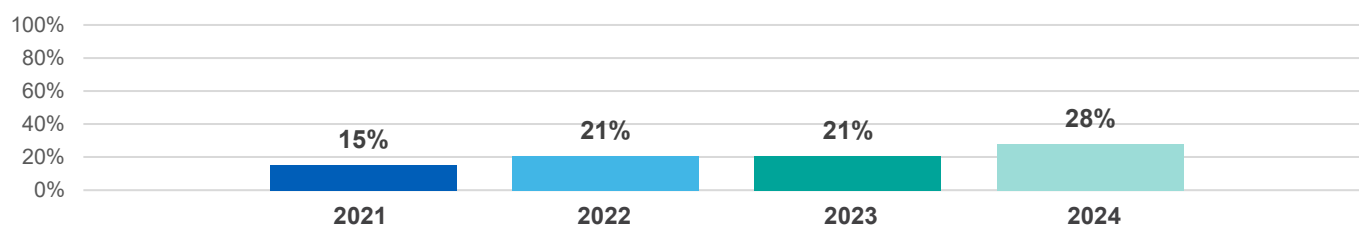


### CARE FROM YOUR GP PRACTICE

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

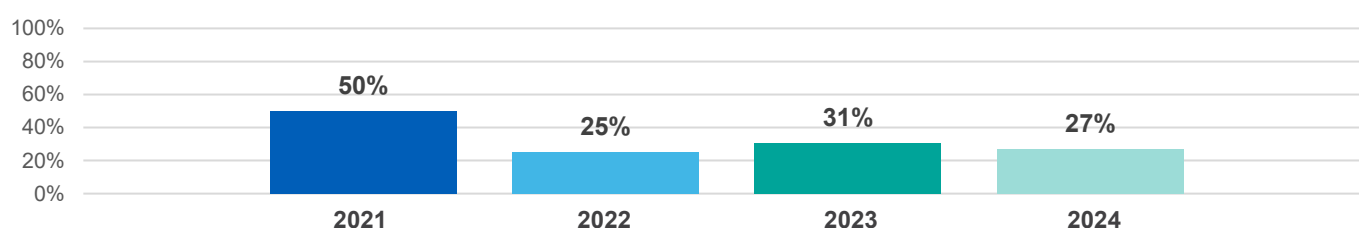


Q52. Patient has had a review of cancer care by GP practice



### LIVING WITH AND BEYOND CANCER

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





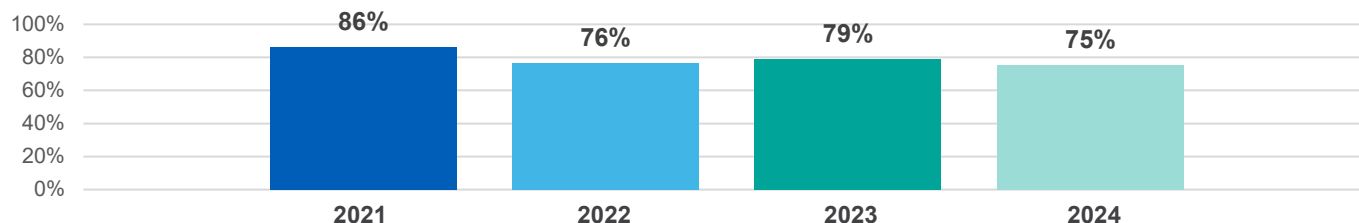
## Year on year charts

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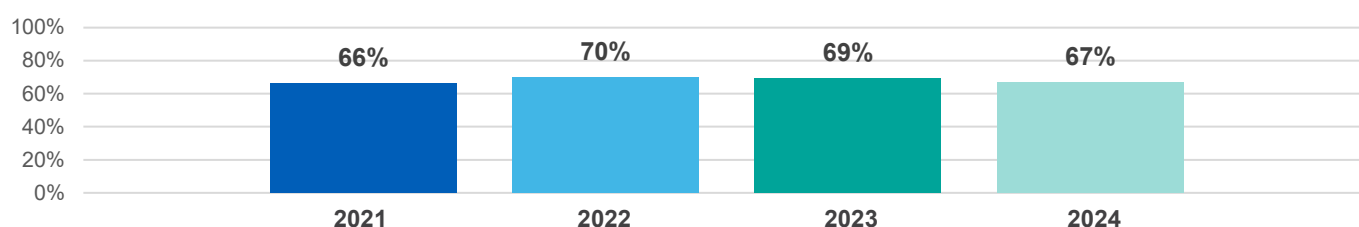
- No score available.

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

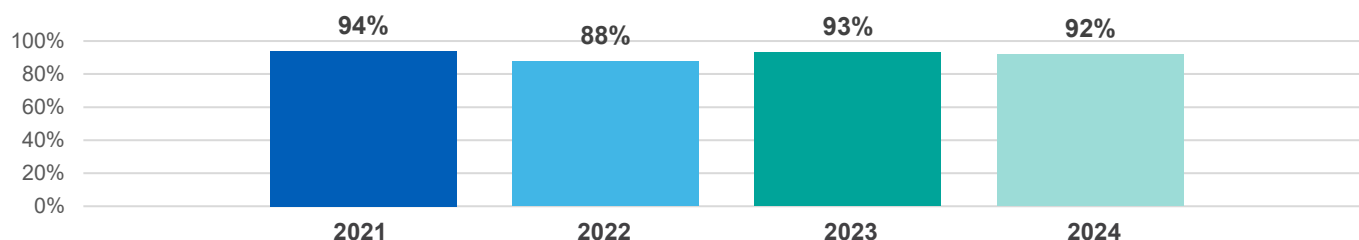


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

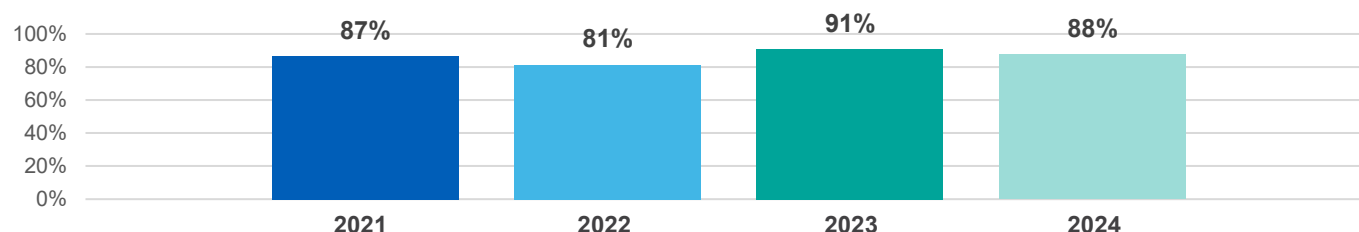


### YOUR OVERALL NHS CARE

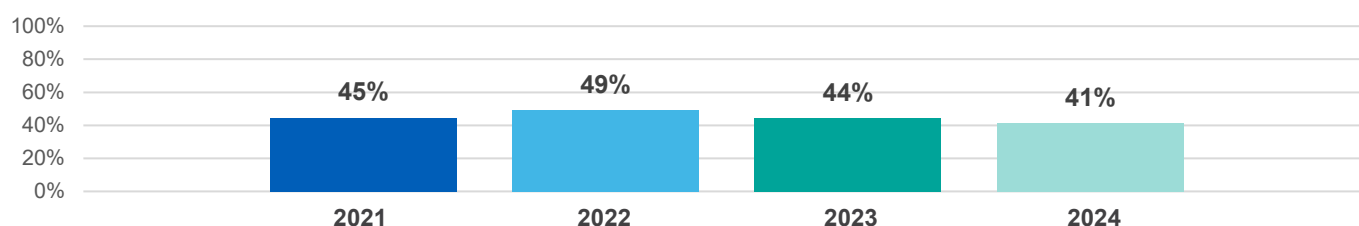
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



## Year on year charts

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

