National Cancer Patient Experience Survey

2024 Results

Milton Keynes University Hospital NHS Foundation Trust

Published July 2025

The National Cancer Patient Experience Survey is undertaken by Picker on behalf of NHS England

Contents

Executive summary

Questions above expected range

Milton Keynes University 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	
Q03. Referral for diagnosis was explained in a way the patient could completely understand	**61%**	62%	73%	**67%**
Q06. Diagnostic test staff appeared to completely have all the information they needed about the patient	**79%**	79%	87%	**83%**
Q17. Patient had a main point of contact within the care team	**85%**	88%	95%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	**78%**	80%	90%	**85%**
Q20. Treatment options were explained in a way the patient could completely understand	**78%**	79%	87%	**83%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	**76%**	76%	85%	**80%**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	**67%**	68%	79%	**73%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**76%**	77%	93%	**85%**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	**69%**	70%	79%	**75%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	**52%**	55%	67%	**61%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	**71%**	74%	87%	**81%**

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. 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 or via the OSR website.

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

Response rate

Overall response rate

398 patients responded out of a total of 833 patients, resulting in a response rate of 48%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	883	833	398	48%
National	135,429	127,021	64,055	50%

Respondents by survey type

	Number of respondents
Paper	300
Online	98
Phone	0
Translation service	0
Total	**398**

Respondents by tumour group

	Number of respondents
Brain / CNS	*
Breast	100
Colorectal / LGT	52
Gynaecological	*
Haematological	49
Head and neck	*
Lung	27
Prostate	56
Sarcoma	0
Skin	*
Upper gastro	16
Urological	46
Other	43
Total	**398**

* indicates the count is not shown due to suppression

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	335
Irish	5
Gypsy or Irish Traveller	*
Roma	*
Any other White background	12
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	*
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
Black / African / Caribbean / Black British	
African	7
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnic Group	
Arab	*
Any other ethnic group	*
Not given	
Not given	19
Total	**398**

* indicates the count is not shown due to suppression

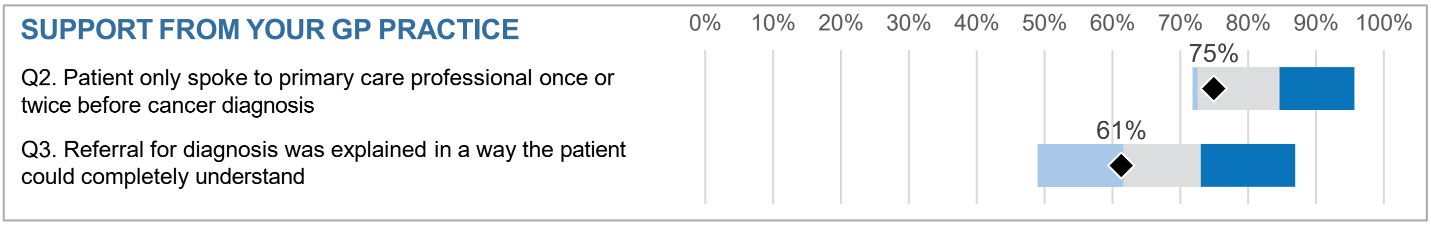
Back to start

Expected range charts

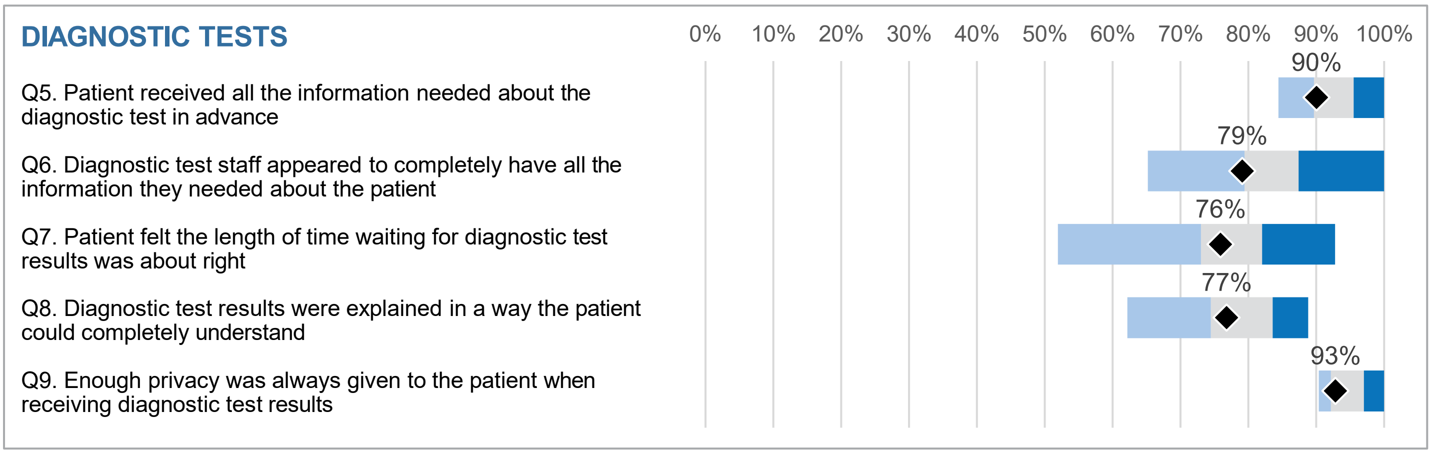
▨ Lower expected range ▨ Within expected range ■ Upper expected range ◆ Case mix adjusted score

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.

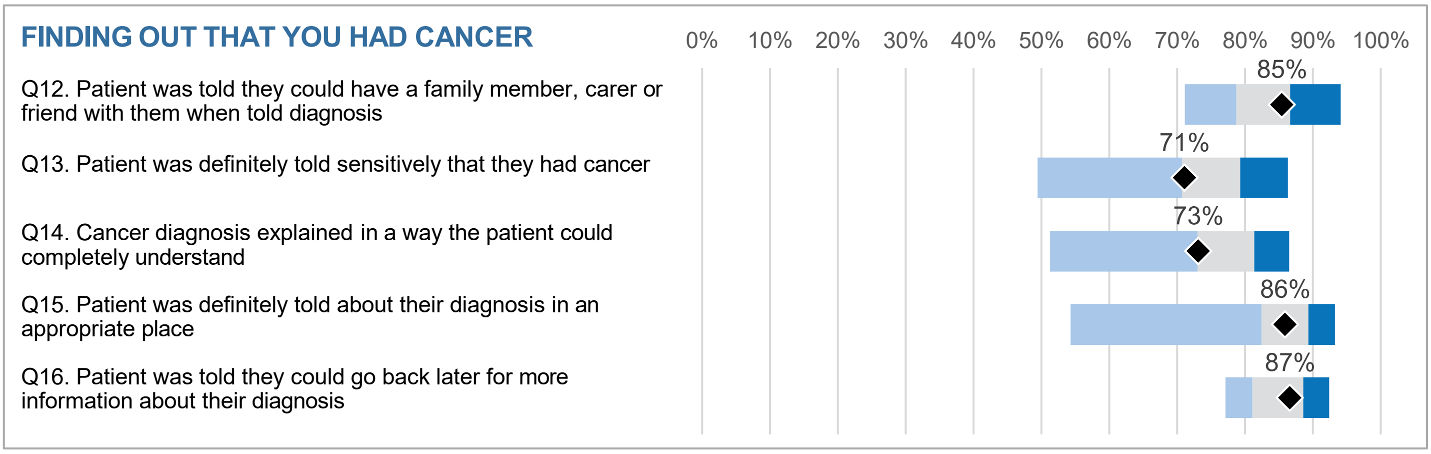
SUPPORT FROM YOUR GP PRACTICE



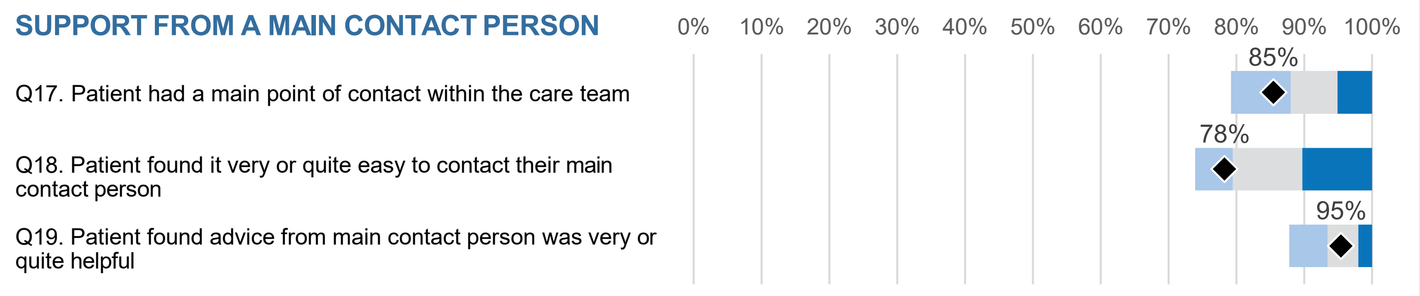
DIAGNOSTIC TESTS



FINDING OUT THAT YOU HAD CANCER



SUPPORT FROM A MAIN CONTACT PERSON



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.

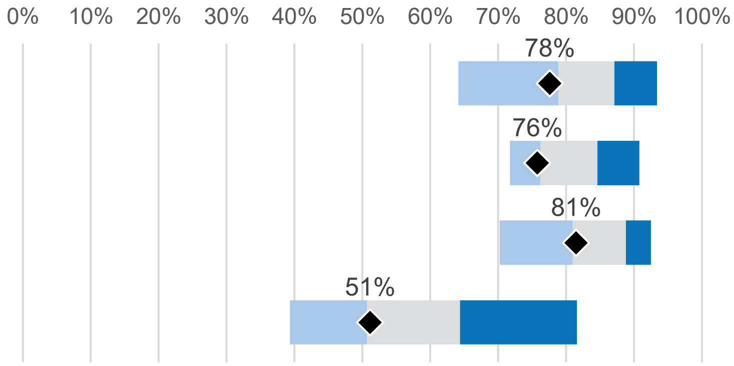
DECIDING ON THE BEST TREATMENT

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

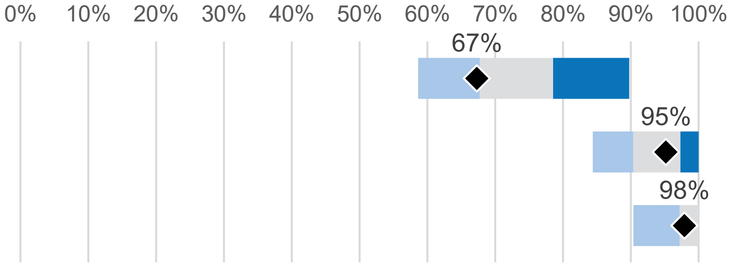


CARE PLANNING

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

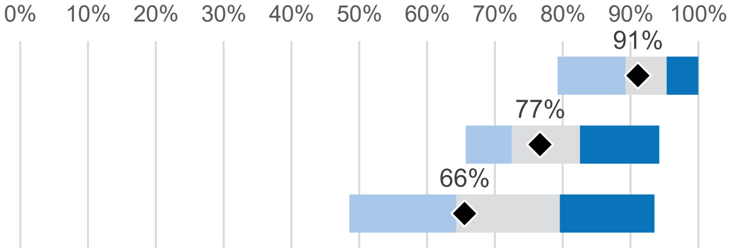


SUPPORT FROM HOSPITAL STAFF

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

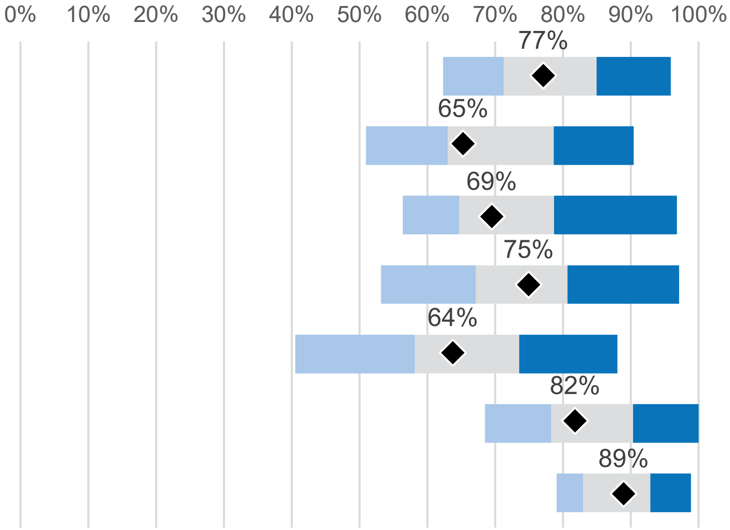
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital

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

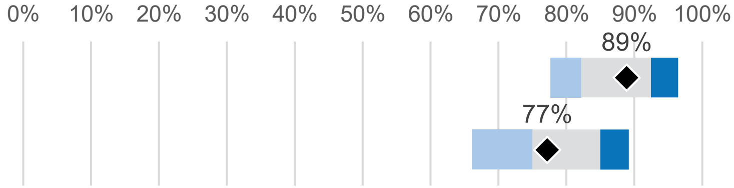
🟦 Lower expected range ⬜ Within expected range 🟦 Upper expected range ◆ Case mix adjusted score

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

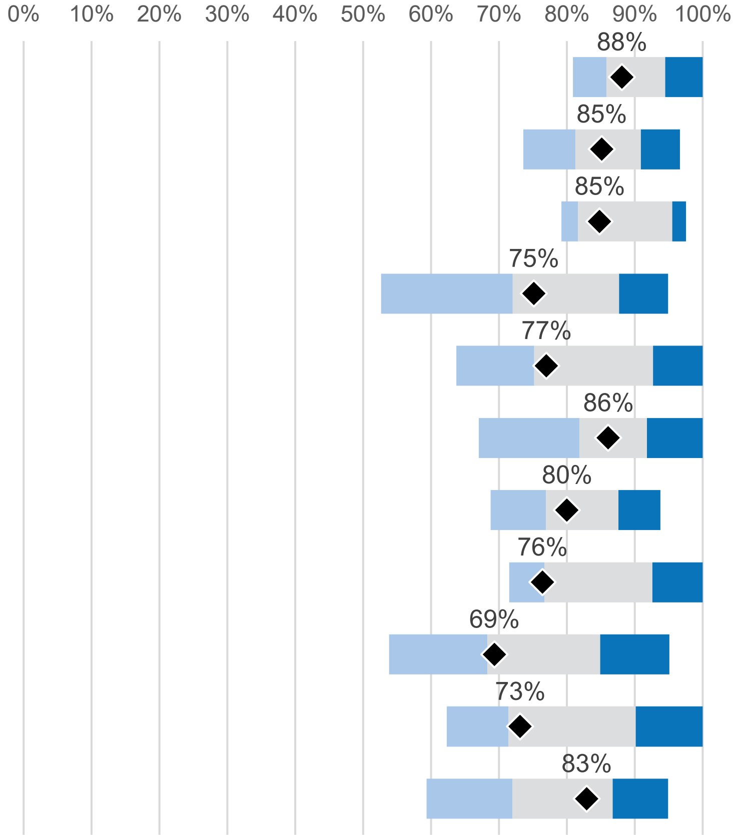
Q42_2. Patient completely had enough understandable information about their response to chemotherapy

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

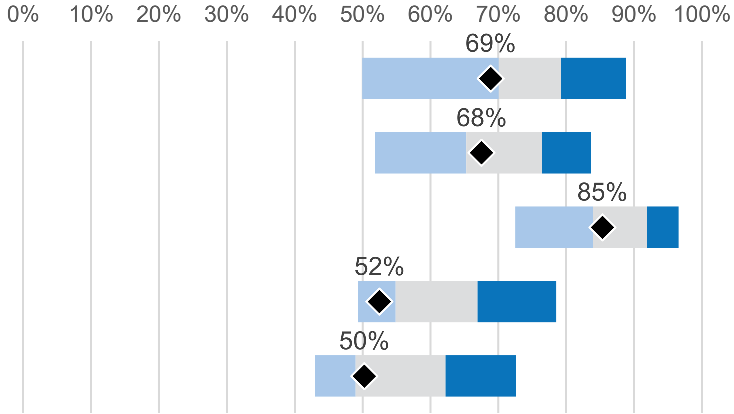
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

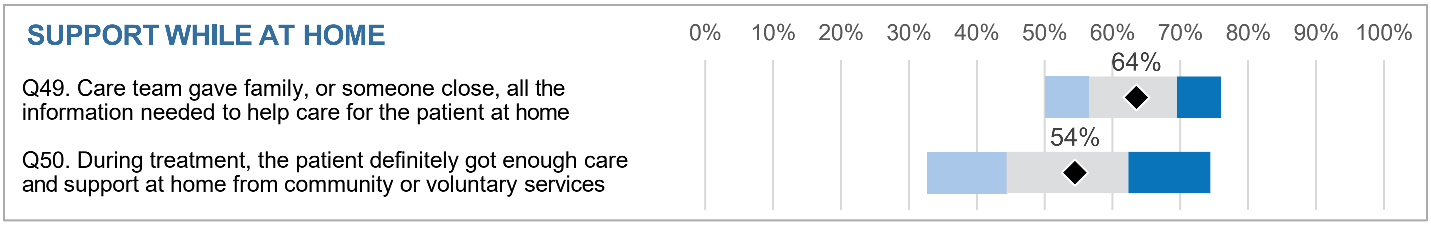


Expected range charts

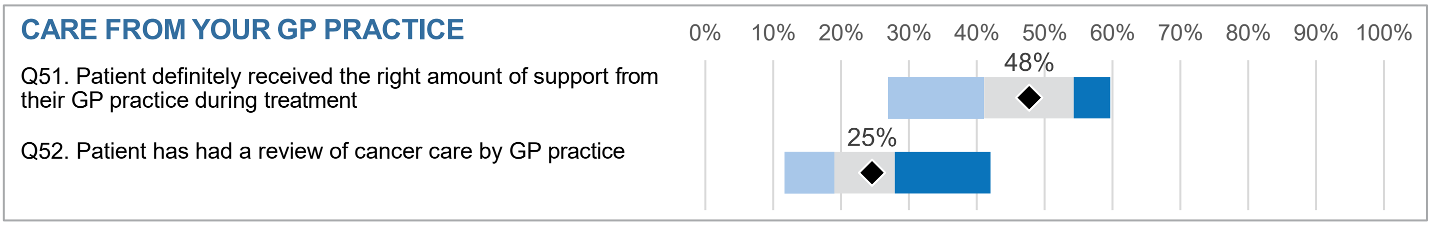
■ Lower expected range ■ Within expected range ■ Upper expected range ◆ Case mix adjusted score

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.

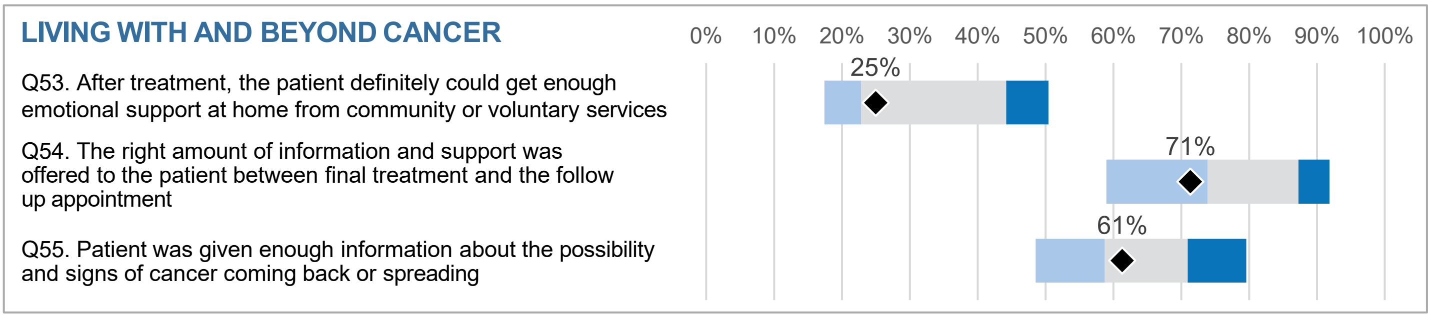
SUPPORT WHILE AT HOME



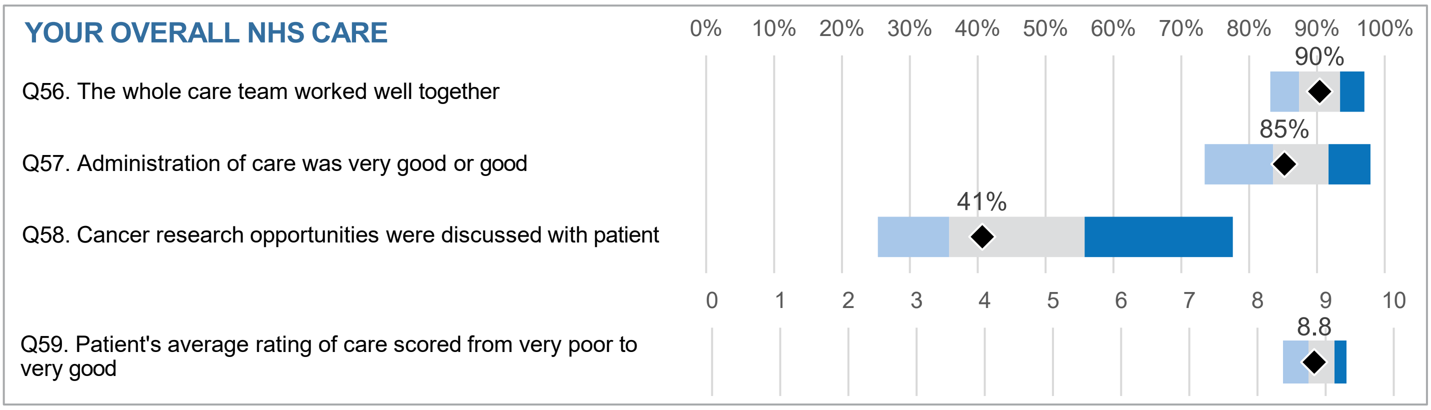
CARE FROM YOUR GP PRACTICE



LIVING WITH AND BEYOND CANCER



YOUR OVERALL NHS CARE



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	177	**77%**	178	**76%**			**75%**	73%	85%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	247	**63%**	262	**63%**			**61%**	62%	73%	**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	281	**94%**	312	**90%**			**90%**	90%	95%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	303	**83%**	334	**80%**			**79%**	79%	87%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	304	**78%**	331	**77%**			**76%**	73%	82%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	305	**75%**	331	**77%**			**77%**	74%	84%	**79%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	305	**95%**	335	**93%**	▼		**93%**	92%	97%	**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	337	**86%**	372	**86%**			**85%**	79%	87%	**83%**
Q13. Patient was definitely told sensitively that they had cancer	354	**71%**	392	**71%**			**71%**	71%	79%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	359	**73%**	395	**73%**			**73%**	73%	81%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	358	**89%**	393	**86%**			**86%**	82%	89%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	308	**86%**	351	**86%**			**87%**	81%	89%	**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	346	**86%**	377	**85%**		▼	**85%**	88%	95%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	264	**76%**	289	**78%**			**78%**	80%	90%	**85%**
Q19. Patient found advice from main contact person was very or quite helpful	278	**97%**	309	**95%**			**95%**	93%	98%	**96%**

Back to start

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	332	**80%**	373	**77%**			**78%**	79%	87%	**83%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	355	**76%**	390	**75%**			**76%**	76%	85%	**80%**
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	309	**80%**	341	**81%**			**81%**	81%	89%	**85%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	202	**54%**	213	**50%**			**51%**	51%	64%	**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	316	**71%**	352	**66%**			**67%**	68%	79%	**73%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	187	**92%**	186	**95%**			**95%**	90%	97%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	142	**100%**	148	**98%**			**98%**	97%	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	287	**90%**	337	**91%**		▲	**91%**	89%	95%	**92%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	360	**75%**	389	**76%**			**77%**	72%	83%	**78%**
Q29. Patient was offered information about how to get financial help or benefits	178	**63%**	184	**66%**		▲	**66%**	64%	80%	**72%**

Comparability tables

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			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	151	**73%**	165	**77%**			**77%**	71%	85%	**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	124	**69%**	141	**65%**			**65%**	63%	79%	**71%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	145	**71%**	164	**69%**			**69%**	65%	79%	**72%**
Q34. Patient was always able to get help from ward staff when needed	145	**72%**	162	**75%**			**75%**	67%	81%	**74%**
Q35. Patient was always able to discuss worries and fears with hospital staff	142	**65%**	155	**63%**			**64%**	58%	74%	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	125	**82%**	139	**81%**			**82%**	78%	90%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	149	**83%**	165	**89%**			**89%**	83%	93%	**88%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	145	**91%**	161	**89%**			**89%**	82%	92%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	311	**77%**	352	**77%**			**77%**	75%	85%	**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	159	**89%**	184	**88%**			**88%**	86%	94%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	194	**85%**	199	**85%**			**85%**	81%	91%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	66	**91%**	81	**85%**			**85%**	82%	96%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	59	**75%**	101	**75%**		▲	**75%**	72%	88%	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	61	**79%**	68	**76%**			**77%**	75%	93%	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	158	**83%**	179	**86%**			**86%**	82%	92%	**87%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	195	**82%**	197	**80%**			**80%**	77%	88%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	66	**83%**	79	**77%**			**76%**	77%	93%	**85%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	60	**68%**	100	**69%**			**69%**	68%	85%	**77%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	60	**72%**	68	**74%**			**73%**	71%	90%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	347	**77%**	382	**83%**		▲	**83%**	72%	87%	**79%**

Comparability tables

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

\- No score available.

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

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

🟦 Adjusted score below lower expected range

⬜ Adjusted score between upper and lower expected ranges

🟦 Adjusted score above upper expected range

IMMEDIATE AND LONG-TERM SIDE EFFECTS

	Unadjusted scores						Case mix adjusted scores			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	329	**71%**	371	**68%**			**69%**	70%	79%	**75%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	316	**64%**	356	**67%**			**68%**	65%	76%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	238	**85%**	275	**85%**			**85%**	84%	92%	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	313	**58%**	350	**51%**			**52%**	55%	67%	**61%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	273	**52%**	291	**49%**			**50%**	49%	62%	**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	239	**59%**	266	**63%**			**64%**	57%	69%	**63%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	114	**41%**	132	**54%**			**54%**	44%	62%	**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	191	**48%**	228	**47%**			**48%**	41%	54%	**48%**
Q52. Patient has had a review of cancer care by GP practice	338	**25%**	358	**24%**		▲	**25%**	19%	28%	**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	67	**24%**	75	**25%**			**25%**	23%	44%	**34%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	133	**77%**	147	**71%**			**71%**	74%	87%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	255	**59%**	292	**60%**			**61%**	59%	71%	**65%**

Comparability tables

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

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			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	338	**88%**	363	**90%**			**90%**	87%	93%	**90%**
Q57. Administration of care was very good or good	350	**84%**	384	**85%**			**85%**	84%	92%	**88%**
Q58. Cancer research opportunities were discussed with patient	203	**36%**	238	**40%**			**41%**	36%	56%	**46%**
Q59. Patient's average rating of care scored from very poor to very good	345	**8.8**	372	**8.8**			**8.8**	8.8	9.1	**8.9**

Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE

	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	*	91%	88%	*	41%	*	*	70%	*	*	*	87%	65%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	79%	76%	*	45%	*	46%	67%	*	*	42%	63%	47%	63%

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	*	86%	91%	*	97%	*	77%	94%	*	*	69%	95%	96%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	83%	79%	*	86%	*	77%	83%	*	*	77%	73%	77%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	75%	87%	*	78%	*	70%	76%	*	*	77%	80%	77%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	79%	87%	*	78%	*	65%	78%	*	*	85%	82%	55%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	96%	96%	*	89%	*	87%	92%	*	*	77%	93%	97%	93%

FINDING OUT THAT YOU HAD CANCER

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	92%	92%	*	92%	*	74%	80%	*	*	94%	75%	81%	86%
Q13. Patient was definitely told sensitively that they had cancer	*	81%	73%	*	65%	*	52%	69%	*	*	87%	67%	69%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	81%	83%	*	60%	*	63%	70%	*	*	81%	80%	60%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	97%	88%	*	85%	*	77%	87%	*	*	75%	76%	77%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	*	92%	90%	*	87%	*	71%	90%	*	*	69%	78%	84%	86%

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	*	80%	94%	*	86%	*	81%	86%	*	*	100%	74%	90%	85%
Q18. Patient found it very or quite easy to contact their main contact person	*	78%	86%	*	68%	*	81%	72%	*	*	94%	78%	76%	78%
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	98%	*	92%	*	90%	95%	*	*	94%	100%	97%	95%

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	*	82%	89%	*	76%	*	60%	73%	*	*	63%	73%	75%	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	79%	92%	*	75%	*	62%	70%	*	*	69%	78%	62%	75%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	80%	88%	*	83%	*	75%	84%	*	*	71%	84%	73%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	55%	58%	*	50%	*	50%	50%	*	*	46%	22%	59%	50%

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%	77%	*	55%	*	54%	65%	*	*	63%	70%	62%	66%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	96%	100%	*	95%	*	92%	100%	*	*	*	92%	90%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	95%	100%	*	100%	*	100%	94%	*	*	*	100%	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	*	91%	98%	*	90%	*	88%	88%	*	*	100%	83%	89%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	81%	85%	*	77%	*	73%	65%	*	*	94%	70%	66%	76%
Q29. Patient was offered information about how to get financial help or benefits	*	75%	53%	*	63%	*	60%	43%	*	*	*	53%	73%	66%

Tumour group tables

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

HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	70%	82%	*	88%	*	82%	*	*	*	80%	67%	73%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	67%	74%	*	65%	*	*	*	*	*	70%	52%	70%	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	74%	69%	*	80%	*	82%	*	*	*	60%	56%	64%	69%
Q34. Patient was always able to get help from ward staff when needed	*	80%	82%	*	68%	*	64%	*	*	*	80%	63%	82%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	60%	73%	*	63%	*	*	*	*	*	60%	47%	73%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	79%	78%	*	83%	*	90%	*	*	*	*	80%	80%	81%
Q37. Patient was always treated with respect and dignity while in hospital	*	93%	92%	*	84%	*	91%	*	*	*	80%	85%	100%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	88%	89%	*	84%	*	90%	*	*	*	*	94%	73%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	85%	85%	*	71%	*	46%	77%	*	*	92%	73%	70%	77%

YOUR TREATMENT	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	91%	95%	*	*	*	*	73%	*	*	*	81%	82%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	86%	91%	*	78%	*	79%	*	*	*	87%	100%	79%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	84%	*	*	*	*	*	*	*	*	*	*	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	74%	*	*	*	*	*	81%	*	*	*	*	62%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	79%	*	*	*	*	73%	*	*	*	*	80%	*	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	86%	92%	*	*	*	*	70%	*	*	*	81%	90%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	84%	82%	*	73%	*	64%	*	*	*	87%	87%	83%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	77%	*	*	*	*	*	*	*	*	*	*	*	77%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	66%	*	*	*	*	*	83%	*	*	*	*	54%	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	73%	*	*	*	*	73%	*	*	*	*	80%	*	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	86%	84%	*	74%	*	85%	94%	*	*	88%	87%	65%	83%

Tumour group tables

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	67%	71%	*	61%	*	58%	81%	*	*	69%	65%	65%	68%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	74%	76%	*	62%	*	58%	52%	*	*	81%	63%	56%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	82%	97%	*	77%	*	85%	85%	*	*	87%	82%	88%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	51%	63%	*	43%	*	46%	71%	*	*	33%	47%	26%	51%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	49%	60%	*	43%	*	44%	58%	*	*	27%	36%	39%	49%

SUPPORT WHILE AT HOME	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	54%	79%	*	61%	*	65%	70%	*	*	67%	55%	52%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	64%	50%	*	46%	*	62%	57%	*	*	*	56%	38%	54%

CARE FROM YOUR GP PRACTICE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	43%	41%	*	60%	*	53%	51%	*	*	60%	36%	50%	47%
Q52. Patient has had a review of cancer care by GP practice	*	25%	28%	*	23%	*	32%	16%	*	*	40%	17%	29%	24%

Tumour group tables

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

LIVING WITH AND BEYOND CANCER	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	27%	21%	*	*	*	*	*	*	*	*	*	*	25%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	72%	74%	*	64%	*	*	58%	*	*	*	86%	*	71%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	49%	73%	*	73%	*	50%	58%	*	*	62%	62%	62%	60%

YOUR OVERALL NHS CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q56. The whole care team worked well together	*	94%	94%	*	91%	*	84%	88%	*	*	100%	83%	87%	90%
Q57. Administration of care was very good or good	*	88%	92%	*	83%	*	85%	78%	*	*	94%	71%	88%	85%
Q58. Cancer research opportunities were discussed with patient	*	38%	55%	*	59%	*	29%	24%	*	*	69%	18%	31%	40%
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	9.2	*	9.1	*	8.2	8.4	*	*	9.1	8.7	8.6	8.8

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	*	68%	63%	72%	91%	82%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	*	76%	64%	66%	59%	47%	63%

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	*	*	*	85%	91%	92%	87%	100%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	82%	86%	81%	78%	71%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	73%	65%	79%	83%	65%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	73%	75%	83%	73%	76%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	91%	93%	94%	92%	100%	93%

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	*	74%	80%	86%	89%	91%	86%
Q13. Patient was definitely told sensitively that they had cancer	*	*	*	46%	71%	76%	68%	83%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	*	62%	70%	77%	73%	79%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	72%	80%	88%	88%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	*	78%	89%	87%	83%	95%	86%

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	*	*	81%	79%	86%	89%	77%	85%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	62%	74%	76%	81%	100%	78%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	90%	94%	97%	96%	100%	95%

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	*	*	*	66%	75%	84%	75%	74%	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	*	72%	71%	81%	75%	67%	75%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	79%	75%	84%	80%	91%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	39%	44%	58%	45%	58%	50%

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	*	*	*	48%	61%	68%	74%	67%	66%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	86%	100%	97%	94%	86%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	*	89%	100%	98%	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	*	*	*	85%	90%	91%	94%	89%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	*	62%	70%	79%	78%	88%	76%
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	71%	76%	67%	55%	*	66%

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	*	*	*	31%	69%	88%	83%	83%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	50%	54%	77%	63%	*	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	47%	72%	73%	73%	58%	69%
Q34. Patient was always able to get help from ward staff when needed	*	*	*	50%	68%	83%	77%	75%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	40%	68%	70%	60%	70%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	44%	85%	83%	90%	*	81%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	88%	90%	91%	85%	100%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	79%	93%	93%	85%	92%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	*	68%	81%	77%	77%	75%	77%

Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	*	79%	88%	90%	95%	67%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	88%	82%	87%	81%	91%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	87%	83%	90%	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	57%	77%	78%	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	55%	79%	77%	*	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	*	84%	87%	90%	90%	50%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	71%	82%	85%	73%	91%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	*	*	71%	79%	84%	*	77%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	*	52%	72%	80%	*	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	64%	83%	81%	*	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	*	75%	78%	84%	85%	96%	83%

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	*	*	*	59%	65%	73%	66%	63%	68%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	59%	65%	74%	61%	62%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	86%	83%	89%	83%	75%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	40%	44%	57%	55%	26%	51%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	40%	42%	57%	48%	33%	49%

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	*	*	*	50%	48%	67%	69%	73%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	70%	55%	52%	55%	*	54%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	*	25%	48%	49%	49%	50%	47%
Q52. Patient has had a review of cancer care by GP practice	*	*	*	31%	29%	21%	25%	20%	24%

Age group tables

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

LIVING WITH AND BEYOND CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	23%	17%	33%	*	25%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	62%	52%	76%	80%	*	71%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	54%	47%	61%	66%	67%	60%

YOUR OVERALL NHS CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q56. The whole care team worked well together	*	*	*	85%	85%	91%	91%	96%	90%
Q57. Administration of care was very good or good	*	*	*	81%	88%	85%	84%	79%	85%
Q58. Cancer research opportunities were discussed with patient	*	*	*	36%	46%	42%	38%	23%	40%
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	8.5	8.6	8.9	8.8	9.1	8.8

‘Which of the following best describes you?’ tables

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

SUPPORT FROM YOUR GP PRACTICE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	72%	83%	*	*	*	*	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	61%	*	*	*	*	63%

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	89%	93%	*	*	*	*	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	81%	*	*	*	*	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	79%	*	*	*	*	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	79%	*	*	*	*	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	93%	*	*	*	*	93%

FINDING OUT THAT YOU HAD CANCER	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	86%	85%	*	*	*	*	86%
Q13. Patient was definitely told sensitively that they had cancer	73%	68%	*	*	*	80%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	73%	74%	*	*	*	60%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	86%	*	*	*	80%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	88%	85%	*	*	*	*	86%

SUPPORT FROM A MAIN CONTACT PERSON	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q17. Patient had a main point of contact within the care team	84%	87%	*	*	*	80%	85%
Q18. Patient found it very or quite easy to contact their main contact person	78%	80%	*	*	*	*	78%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	*	*	*	*	95%

Back to start

‘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	76%	78%	*	*	*	60%	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	74%	77%	*	*	*	60%	75%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	85%	*	*	*	*	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	50%	51%	*	*	*	*	50%

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	66%	68%	*	*	*	*	66%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	96%	*	*	*	*	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	99%	*	*	*	*	98%

SUPPORT FROM HOSPITAL STAFF	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	90%	92%	*	*	*	*	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	75%	*	*	*	80%	76%
Q29. Patient was offered information about how to get financial help or benefits	72%	57%	*	*	*	*	66%

‘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	69%	84%	*	*	*	*	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	62%	69%	*	*	*	*	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	70%	*	*	*	*	69%
Q34. Patient was always able to get help from ward staff when needed	72%	78%	*	*	*	*	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	72%	*	*	*	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	77%	85%	*	*	*	*	81%
Q37. Patient was always treated with respect and dignity while in hospital	87%	92%	*	*	*	*	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	87%	*	*	*	*	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	78%	*	*	*	*	77%

YOUR TREATMENT	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	87%	*	*	*	*	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	85%	*	*	*	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	80%	*	*	*	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	75%	*	*	*	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	74%	78%	*	*	*	*	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	86%	*	*	*	*	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	78%	*	*	*	*	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	78%	71%	*	*	*	*	77%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	65%	77%	*	*	*	*	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	69%	77%	*	*	*	*	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	85%	*	*	*	*	83%

‘Which of the following best describes you?’ tables

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	62%	74%	*	*	*	*	68%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	68%	*	*	*	*	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	88%	*	*	*	*	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	44%	58%	*	*	*	*	51%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	45%	55%	*	*	*	*	49%

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	54%	72%	*	*	*	*	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	60%	*	*	*	*	54%

CARE FROM YOUR GP PRACTICE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	43%	53%	*	*	*	*	47%
Q52. Patient has had a review of cancer care by GP practice	27%	22%	*	*	*	*	24%

LIVING WITH AND BEYOND CANCER	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	24%	*	*	*	*	25%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	70%	76%	*	*	*	*	71%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	66%	*	*	*	*	60%

‘Which of the following best describes you?’ tables

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

YOUR OVERALL NHS CARE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q56. The whole care team worked well together	92%	89%	*	*	*	*	90%
Q57. Administration of care was very good or good	87%	83%	*	*	*	80%	85%
Q58. Cancer research opportunities were discussed with patient	45%	34%	*	*	*	*	40%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	*	*	*	*	8.8

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	*	*	*	*	*	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	*	*	*	*	*	63%

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%	*	*	*	*	64%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	*	*	82%	*	69%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	*	*	70%	*	92%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	*	*	55%	*	83%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	*	*	100%	*	85%	93%

FINDING OUT THAT YOU HAD CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	86%	*	*	80%	*	82%	86%
Q13. Patient was definitely told sensitively that they had cancer	72%	*	*	60%	*	61%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	*	*	64%	*	61%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	*	*	91%	*	72%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	*	*	90%	*	81%	86%

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	84%	*	*	91%	*	88%	85%
Q18. Patient found it very or quite easy to contact their main contact person	80%	*	*	40%	*	45%	78%
Q19. Patient found advice from main contact person was very or quite helpful	95%	*	*	*	*	92%	95%

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	78%	*	*	64%	*	72%	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	*	*	64%	*	67%	75%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	*	*	*	*	93%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	52%	*	*	*	*	*	50%

Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	*	*	40%	*	53%	66%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	*	*	*	*	*	95%
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						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	90%	*	*	100%	*	94%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	*	*	73%	*	78%	76%
Q29. Patient was offered information about how to get financial help or benefits	67%	*	*	*	*	36%	66%

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	*	*	*	*	*	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	62%	*	*	*	*	*	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	*	*	*	*	*	69%
Q34. Patient was always able to get help from ward staff when needed	73%	*	*	*	*	*	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	*	*	*	*	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	79%	*	*	*	*	*	81%
Q37. Patient was always treated with respect and dignity while in hospital	89%	*	*	*	*	*	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	*	*	*	*	*	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	*	*	82%	*	69%	77%

Back to start

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	*	*	*	*	*	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	*	*	*	*	80%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	*	*	*	*	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	*	*	*	*	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	75%	*	*	*	*	*	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	*	*	*	*	*	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	*	*	*	*	80%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	78%	*	*	*	*	*	77%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	70%	*	*	*	*	*	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	73%	*	*	*	*	*	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	82%	*	*	82%	*	94%	83%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	68%	*	*	73%	*	59%	68%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	*	*	60%	*	53%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	*	*	*	*	82%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	49%	*	*	73%	*	63%	51%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	*	*	70%	*	33%	49%

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	62%	*	*	*	*	*	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	54%	*	*	*	*	*	54%

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	48%	*	*	*	*	45%	47%
Q52. Patient has had a review of cancer care by GP practice	24%	*	*	10%	*	19%	24%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	27%	*	*	*	*	*	25%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	71%	*	*	*	*	*	71%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	*	*	*	*	43%	60%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	89%	*	*	90%	*	100%	90%
Q57. Administration of care was very good or good	84%	*	*	100%	*	89%	85%
Q58. Cancer research opportunities were discussed with patient	38%	*	*	*	*	*	40%
Q59. Patient's average rating of care scored from very poor to very good	8.8	*	*	8.7	*	8.9	8.8

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	64%	87%	74%	80%	*	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	82%	52%	64%	67%	59%	*	63%

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	88%	100%	89%	92%	87%	*	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	71%	85%	80%	78%	82%	*	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	87%	82%	82%	77%	70%	*	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	65%	69%	85%	77%	78%	*	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	88%	88%	97%	95%	92%	*	93%

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	100%	93%	89%	82%	84%	*	86%
Q13. Patient was definitely told sensitively that they had cancer	63%	72%	77%	68%	71%	*	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	59%	73%	85%	71%	73%	*	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	94%	89%	92%	80%	88%	*	86%
Q16. Patient was told they could go back later for more information about their diagnosis	100%	85%	84%	86%	86%	*	86%

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	93%	92%	89%	79%	86%	*	85%
Q18. Patient found it very or quite easy to contact their main contact person	83%	81%	79%	74%	79%	*	78%
Q19. Patient found advice from main contact person was very or quite helpful	92%	97%	96%	95%	95%	*	95%

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q20. Treatment options were explained in a way the patient could completely understand	81%	81%	79%	75%	76%	*	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	74%	76%	72%	80%	*	75%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	71%	78%	84%	79%	85%	*	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	54%	47%	38%	63%	*	50%

CARE PLANNING	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	73%	71%	70%	60%	70%	*	66%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	90%	100%	94%	95%	*	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	86%	100%	100%	98%	*	98%

SUPPORT FROM HOSPITAL STAFF	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q27. Staff provided the patient with relevant information on available support	94%	85%	96%	88%	93%	*	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	82%	74%	84%	74%	75%	*	76%
Q29. Patient was offered information about how to get financial help or benefits	70%	52%	64%	58%	83%	*	66%

HOSPITAL CARE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	100%	81%	80%	70%	77%	*	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	85%	54%	63%	62%	*	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	55%	81%	73%	68%	66%	*	69%
Q34. Patient was always able to get help from ward staff when needed	100%	80%	73%	75%	67%	*	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	80%	73%	68%	58%	60%	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	100%	86%	87%	82%	72%	*	81%
Q37. Patient was always treated with respect and dignity while in hospital	100%	94%	90%	85%	90%	*	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	87%	93%	85%	91%	*	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	94%	82%	80%	67%	82%	*	77%

IMD quintile tables

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

YOUR TREATMENT	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	92%	95%	88%	85%	89%	*	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	100%	88%	85%	84%	82%	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	83%	87%	81%	88%	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	69%	90%	62%	82%	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	100%	70%	81%	*	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	88%	88%	84%	87%	*	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	73%	88%	82%	79%	77%	*	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	73%	79%	70%	84%	*	77%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	58%	84%	53%	79%	*	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	67%	81%	*	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	88%	87%	82%	82%	*	83%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	76%	68%	76%	62%	69%	*	68%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	58%	72%	65%	69%	*	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	92%	75%	95%	81%	88%	*	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	67%	52%	62%	42%	54%	*	51%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	41%	60%	44%	52%	*	49%

SUPPORT WHILE AT HOME	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	92%	50%	73%	62%	59%	*	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	50%	67%	38%	67%	*	54%

CARE FROM YOUR GP PRACTICE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	55%	50%	45%	38%	60%	*	47%
Q52. Patient has had a review of cancer care by GP practice	15%	31%	24%	22%	25%	*	24%

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	31%	*	13%	39%	*	25%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	78%	70%	66%	72%	*	71%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	83%	68%	63%	51%	62%	*	60%

YOUR OVERALL NHS CARE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q56. The whole care team worked well together	100%	79%	93%	90%	93%	*	90%
Q57. Administration of care was very good or good	94%	84%	82%	87%	83%	*	85%
Q58. Cancer research opportunities were discussed with patient	50%	48%	35%	37%	41%	*	40%
Q59. Patient's average rating of care scored from very poor to very good	9.3	9.0	8.8	8.7	8.9	*	8.8

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	75%	79%	*	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	61%	47%	63%

DIAGNOSTIC TESTS	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	93%	88%	77%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	84%	73%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	79%	80%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	82%	86%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	97%	93%	93%

FINDING OUT THAT YOU HAD CANCER	Long-term condition status			
	Yes	No	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	88%	82%	90%	86%
Q13. Patient was definitely told sensitively that they had cancer	72%	68%	76%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	72%	76%	67%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	87%	81%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	87%	85%	85%	86%

SUPPORT FROM A MAIN CONTACT PERSON	Long-term condition status			
	Yes	No	Not given	**All**
Q17. Patient had a main point of contact within the care team	87%	83%	75%	85%
Q18. Patient found it very or quite easy to contact their main contact person	77%	81%	71%	78%
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	93%	95%

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	77%	80%	60%	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	77%	52%	75%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	81%	88%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	51%	50%	38%	50%

Back to start

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	64%	44%	66%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	97%	*	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	96%	*	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%	92%	83%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	78%	76%	76%
Q29. Patient was offered information about how to get financial help or benefits	64%	74%	33%	66%

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	77%	81%	55%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	65%	69%	40%	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	81%	55%	69%
Q34. Patient was always able to get help from ward staff when needed	73%	82%	50%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	66%	64%	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	84%	*	81%
Q37. Patient was always treated with respect and dignity while in hospital	88%	97%	64%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	96%	82%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	81%	56%	77%

Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	86%	*	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	84%	91%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	91%	78%	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	69%	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	76%	79%	*	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	89%	84%	*	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	78%	91%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	71%	*	77%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	71%	66%	*	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	70%	80%	*	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	85%	79%	85%	83%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	68%	69%	58%	68%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	71%	47%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	85%	73%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	50%	52%	56%	51%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	53%	27%	49%

SUPPORT WHILE AT HOME	Long-term condition status			
	Yes	No	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	63%	62%	60%	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	54%	57%	*	54%

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	52%	41%	36%	47%
Q52. Patient has had a review of cancer care by GP practice	24%	25%	26%	24%

Back to start

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	25%	25%	*	25%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	70%	*	71%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	61%	56%	60%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	88%	93%	95%	90%
Q57. Administration of care was very good or good	85%	86%	81%	85%
Q58. Cancer research opportunities were discussed with patient	42%	38%	20%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	8.7	8.8

Year on year charts

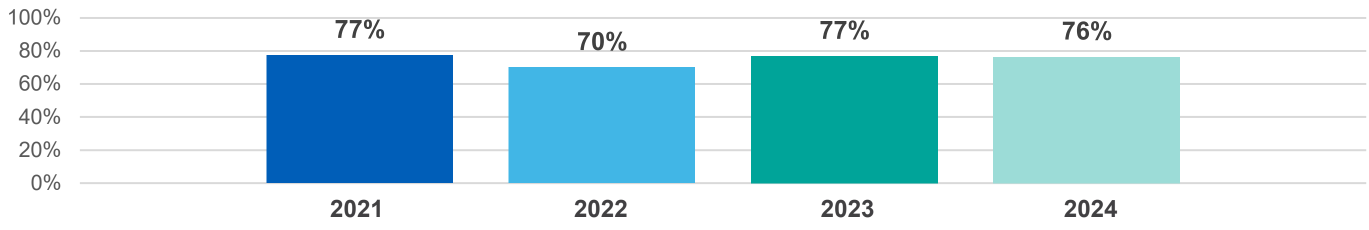
* Indicates where a score is not available due to suppression or a low base size.

\- No score available.

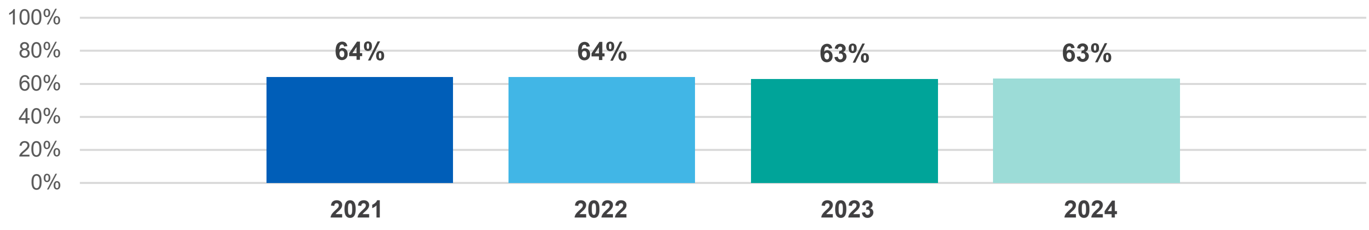
The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

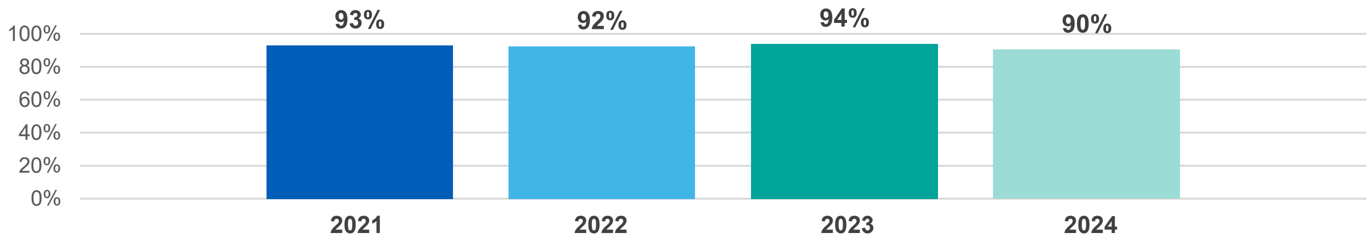


Q3. Referral for diagnosis was explained in a way the patient could completely understand

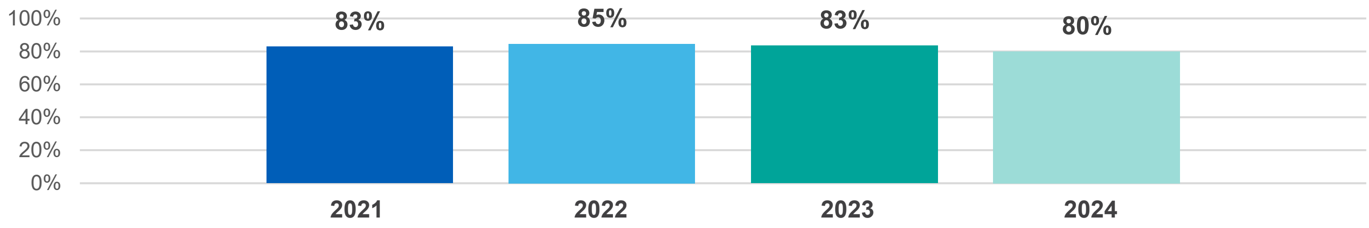


DIAGNOSTIC TESTS

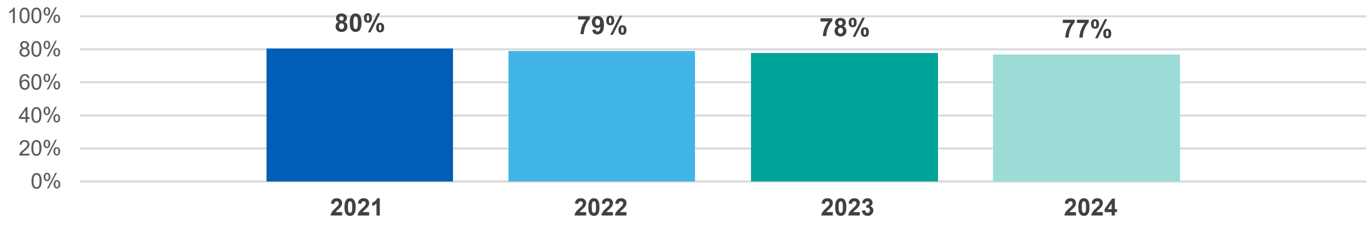
Q5. Patient received all the information needed about the diagnostic test in advance



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



Back to start

Year on year charts

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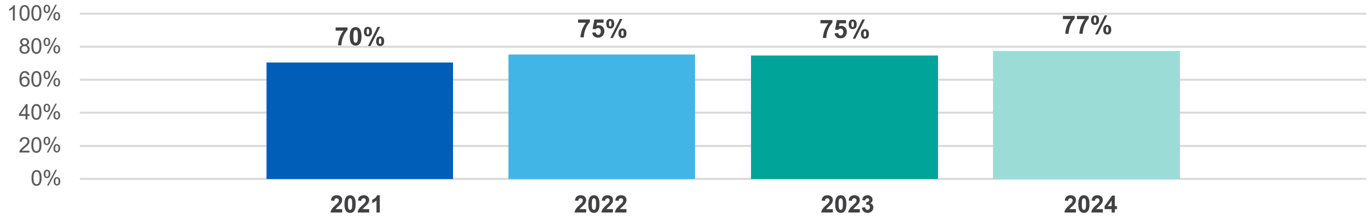
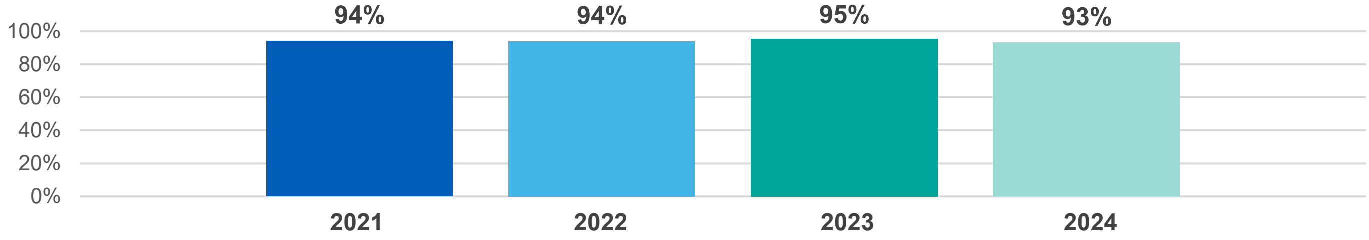
Q8. Diagnostic test results were explained in a way the patient could completely understand

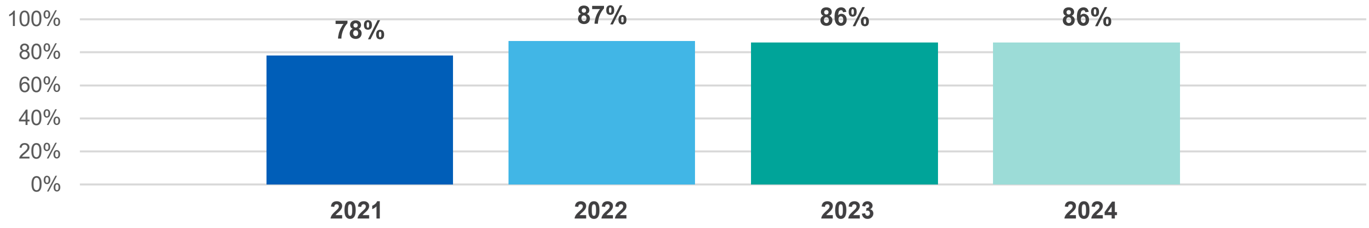


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

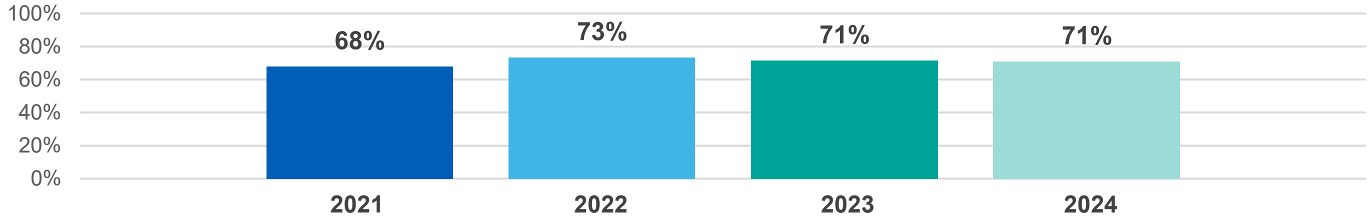


FINDING OUT THAT YOU HAD CANCER

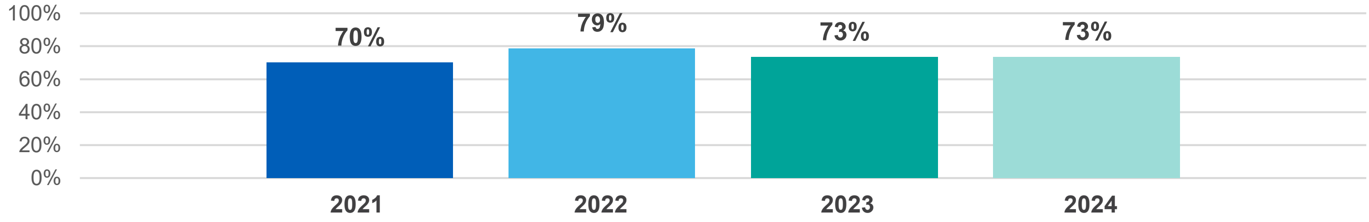
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



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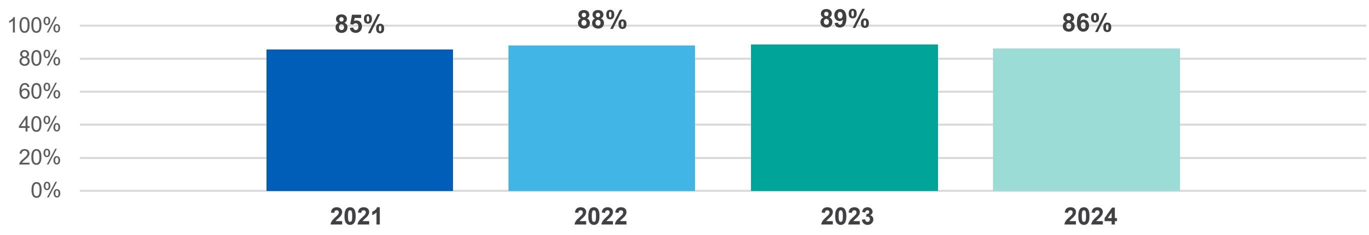
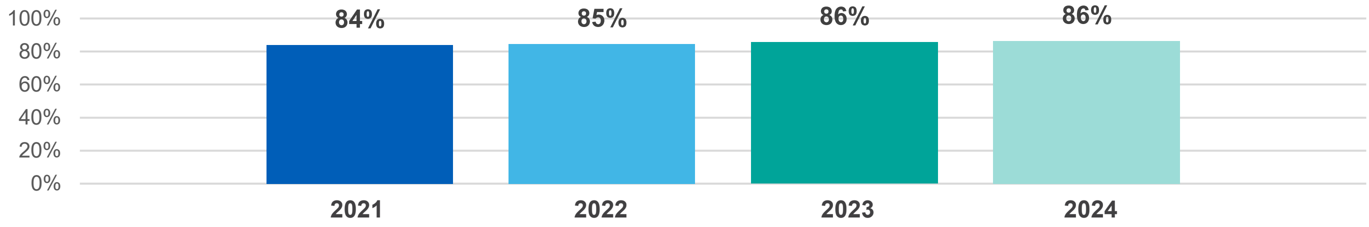
Q15. Patient was definitely told about their diagnosis in an appropriate place

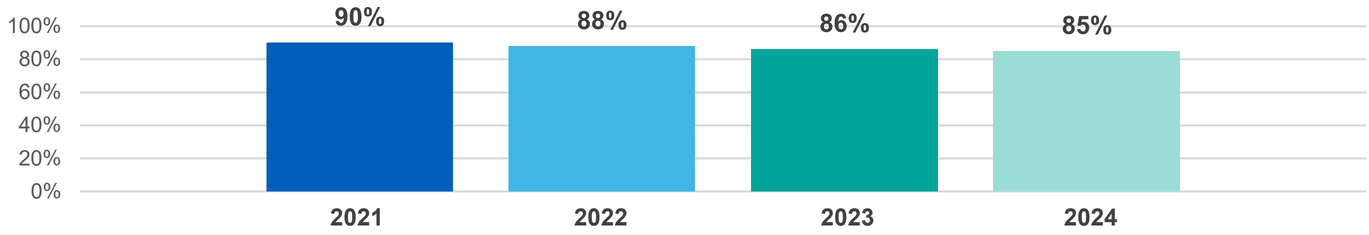


Q16. Patient was told they could go back later for more information about their diagnosis

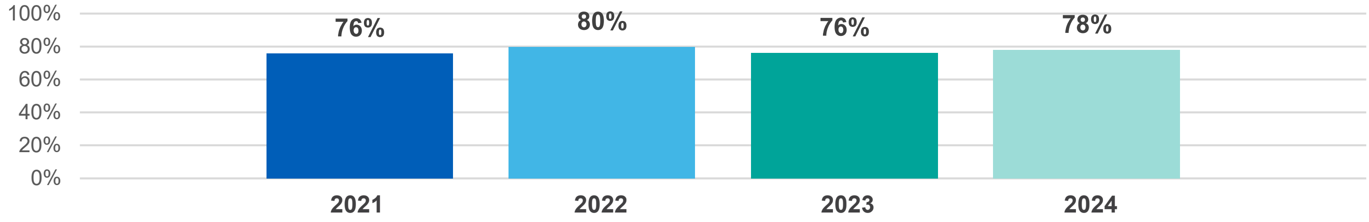


SUPPORT FROM A MAIN CONTACT PERSON

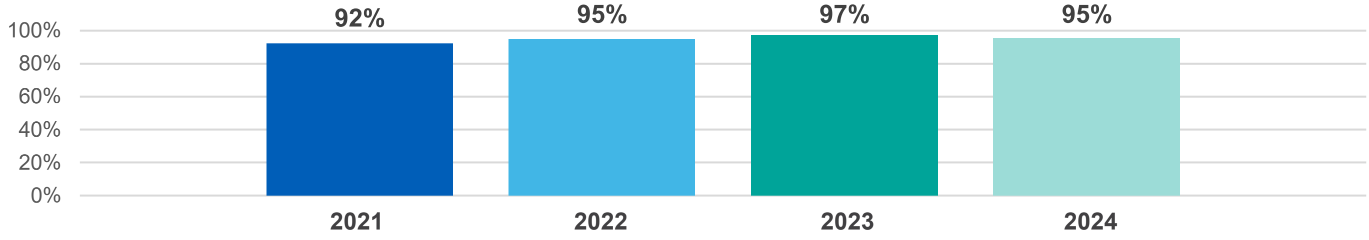
Q17. Patient had a main point of contact within the care team



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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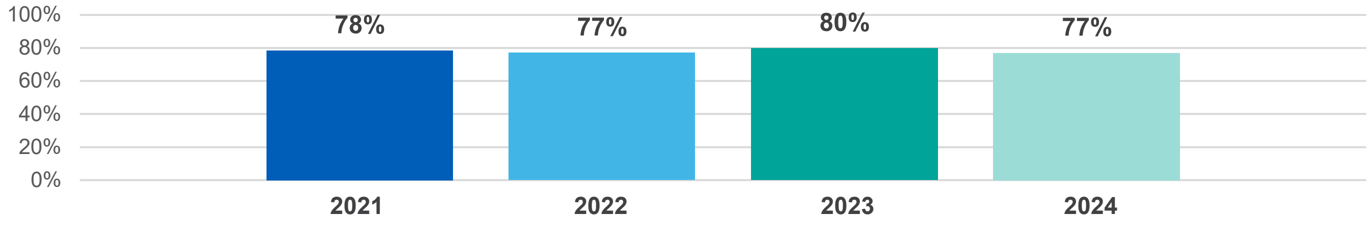
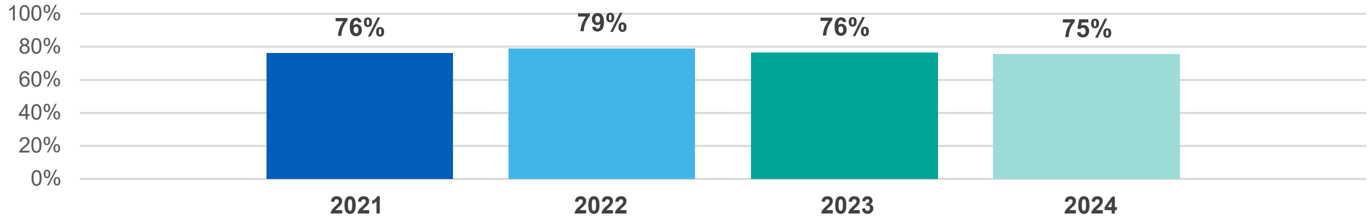
DECIDING ON THE BEST TREATMENT

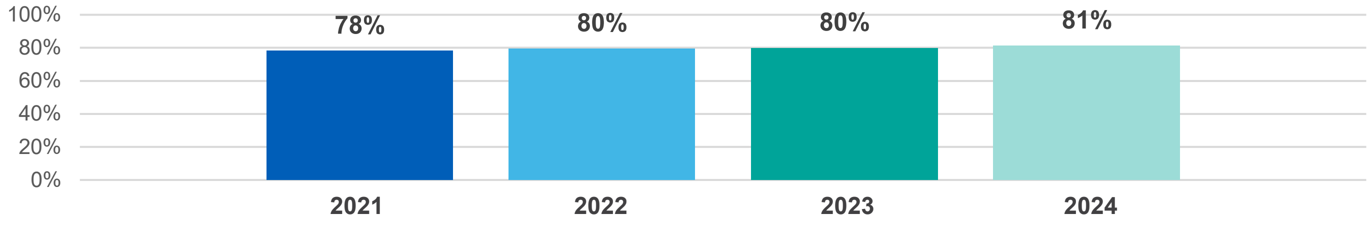
Q20. Treatment options were explained in a way the patient could completely understand



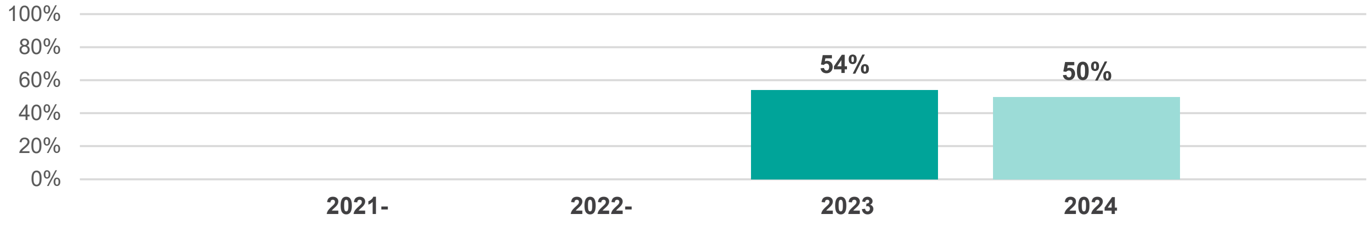
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

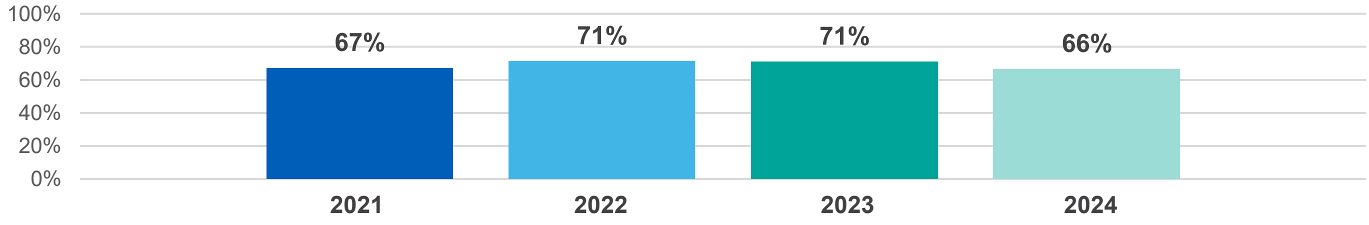


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



Year on year charts

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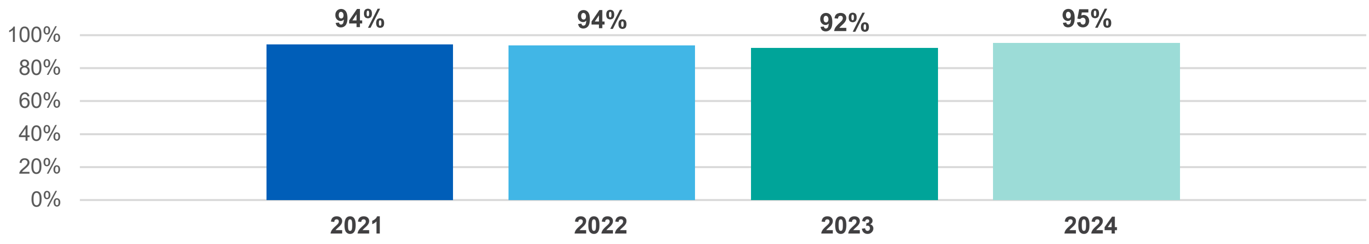
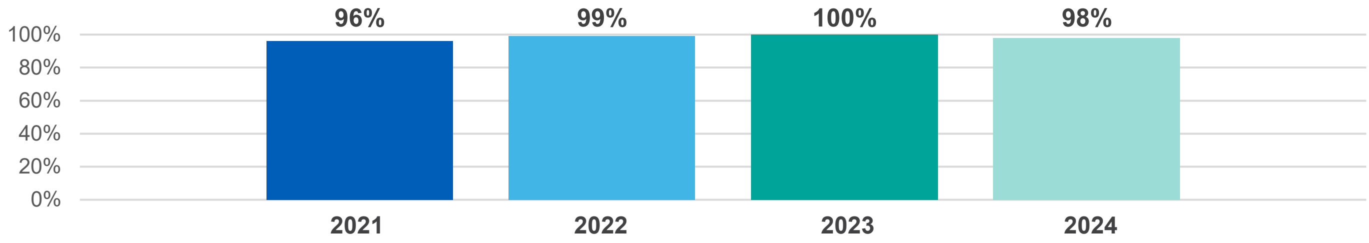
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns

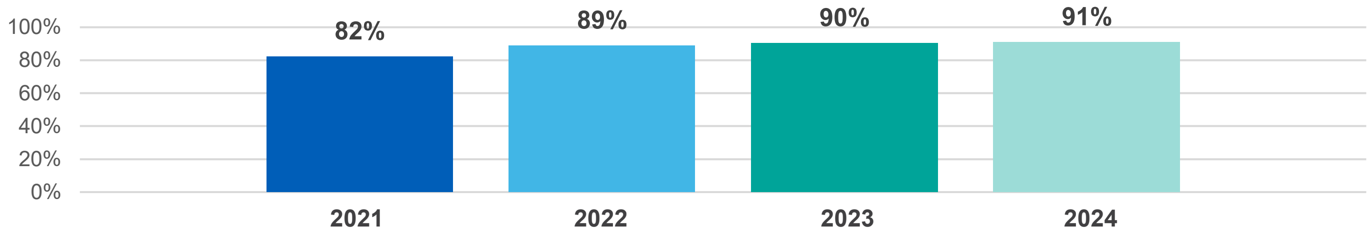


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

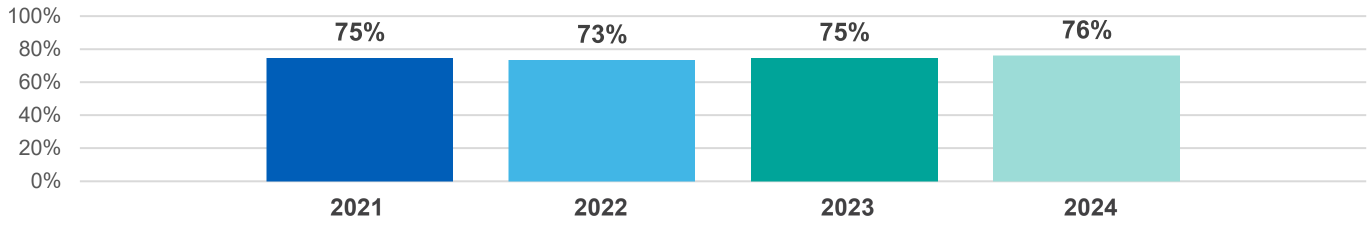


SUPPORT FROM HOSPITAL STAFF

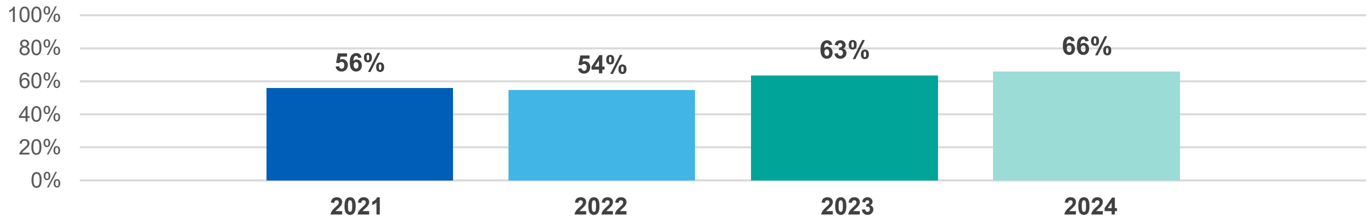
Q27. Staff provided the patient with relevant information on available support



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



Back to start

Year on year charts

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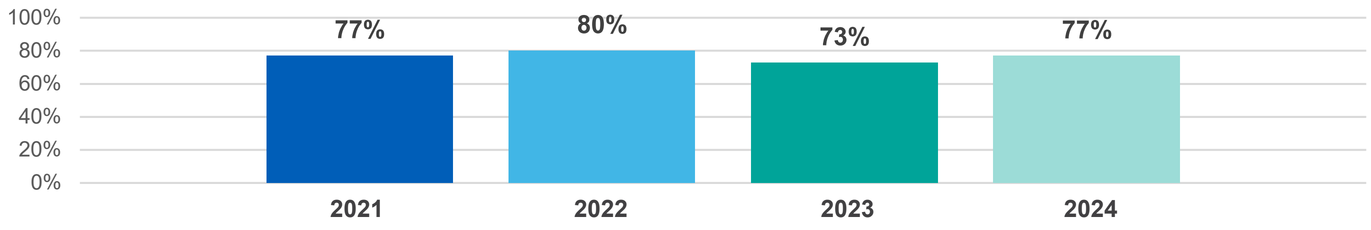
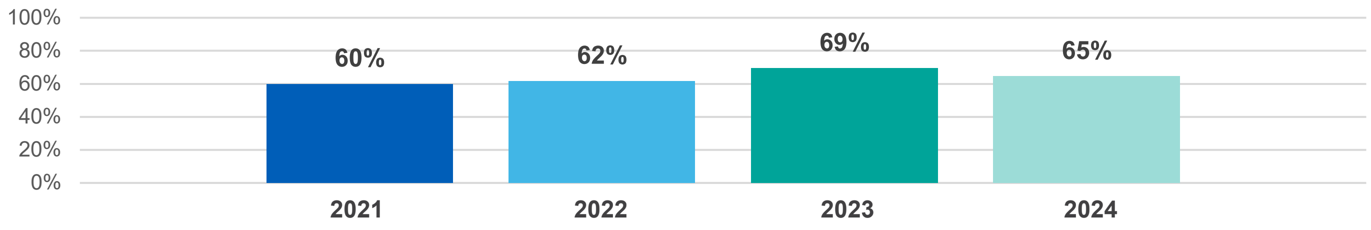
HOSPITAL CARE

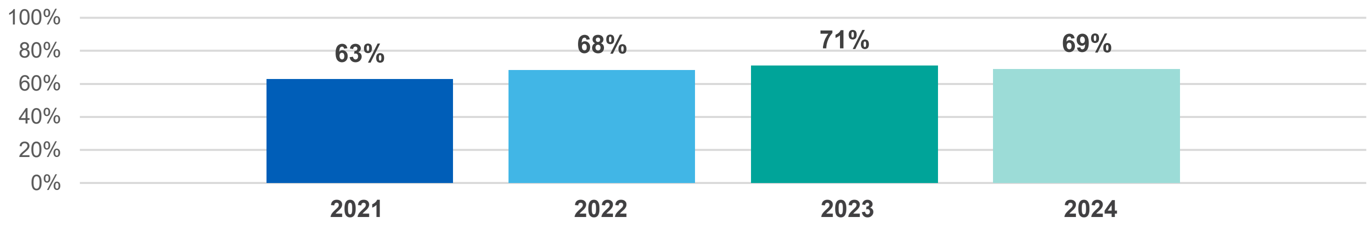
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



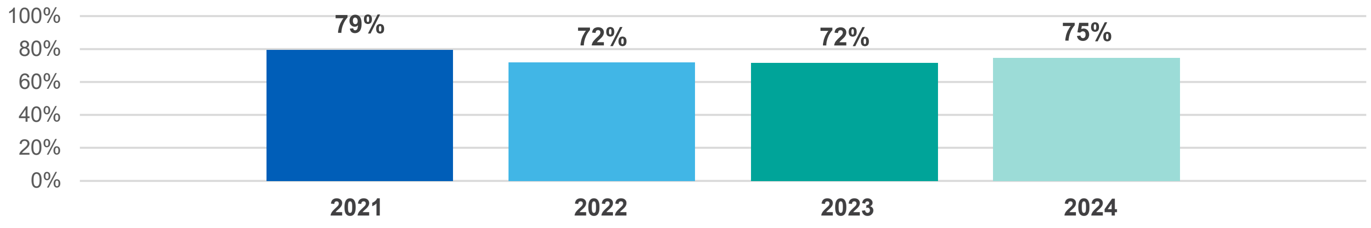
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



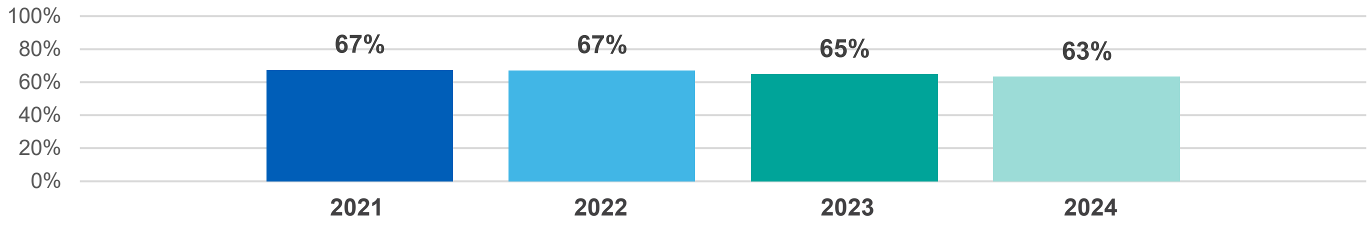
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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



Year on year charts

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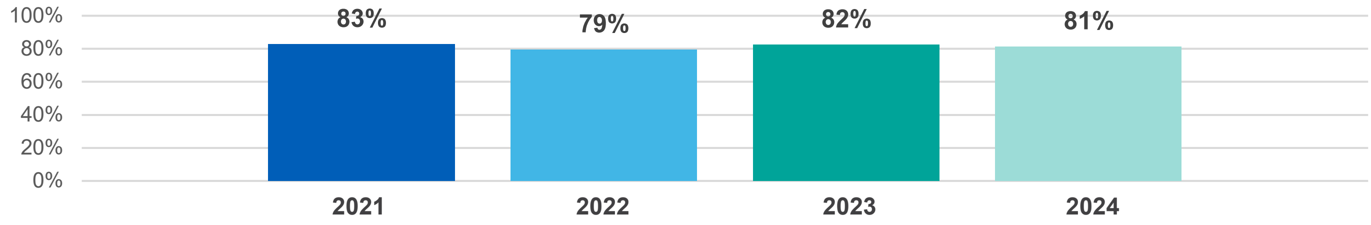
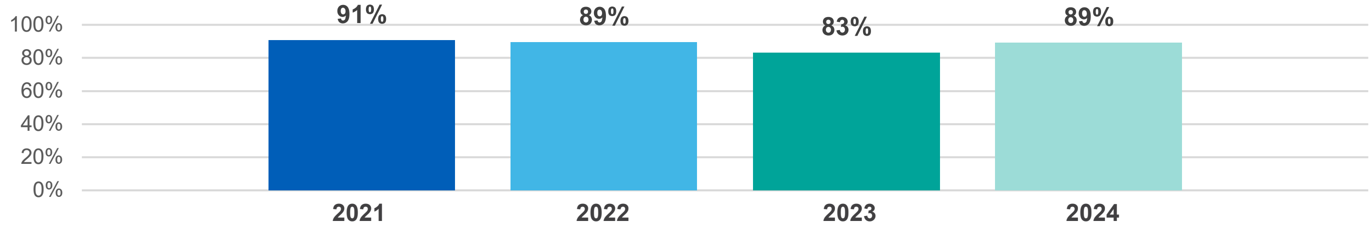
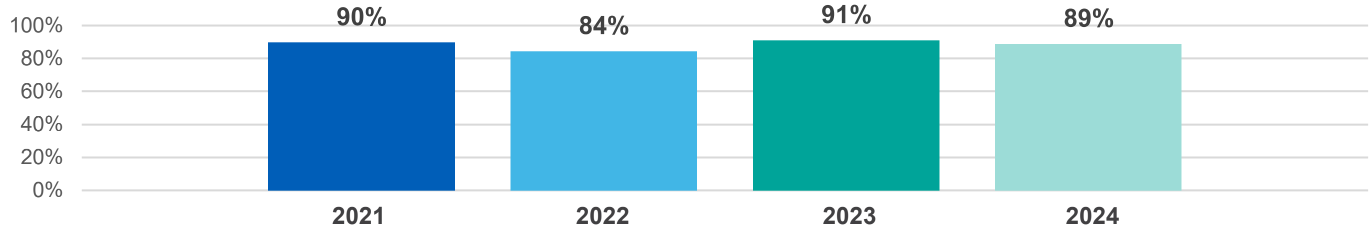
Q36. Hospital staff always did everything they could to help the patient control pain



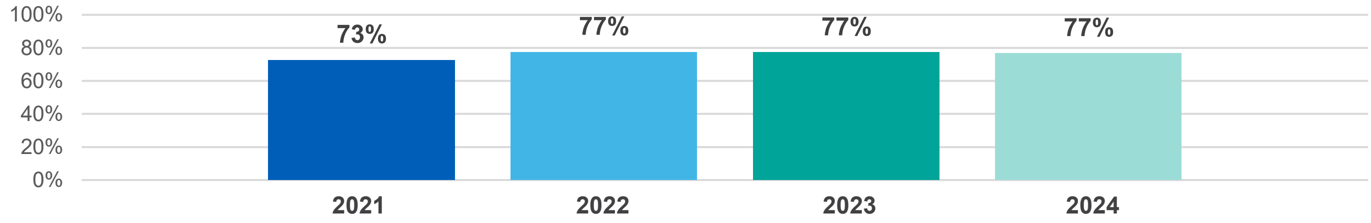
Q37. Patient was always treated with respect and dignity while in hospital



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

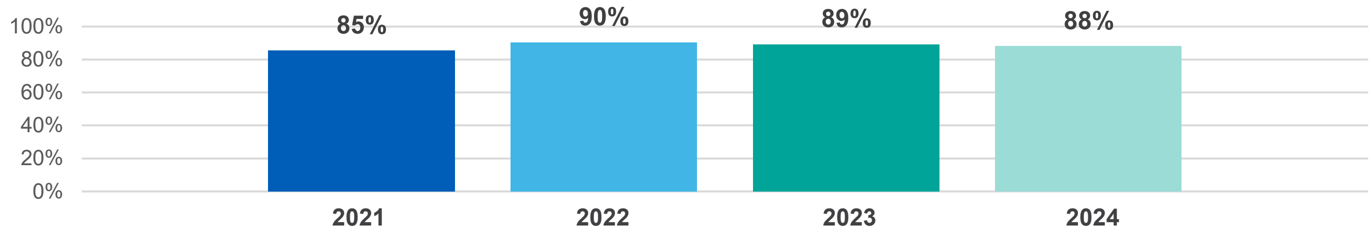


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on year charts

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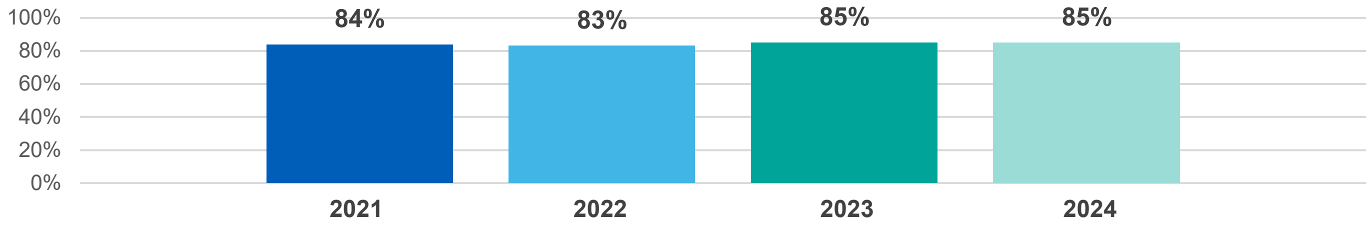
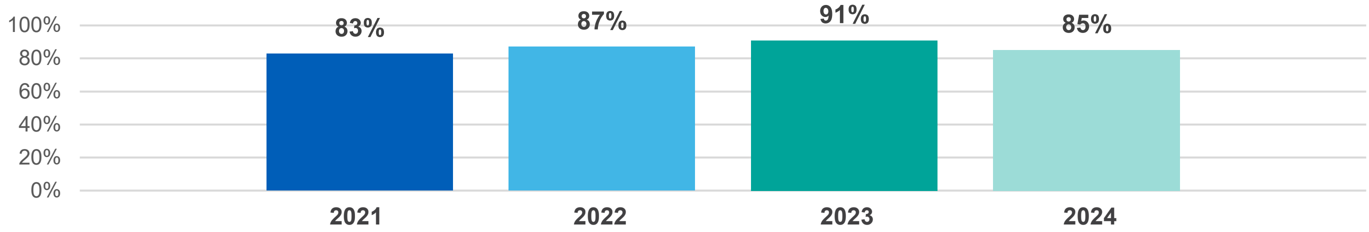
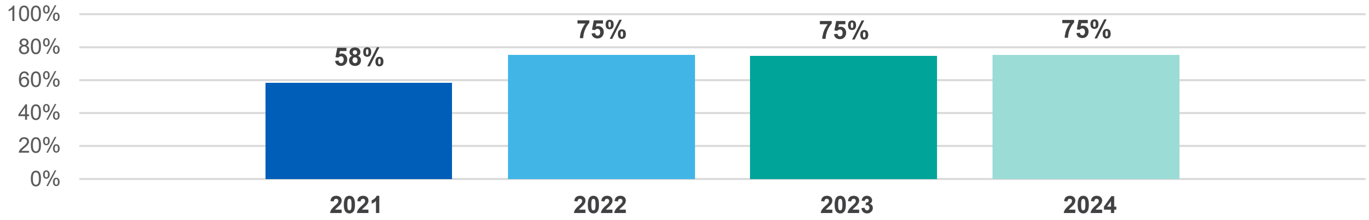
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



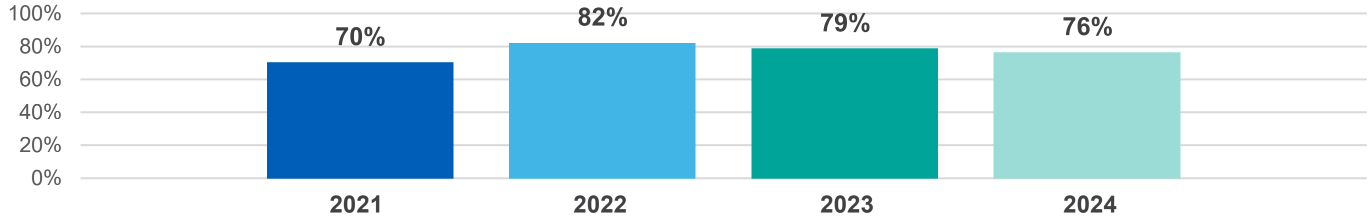
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



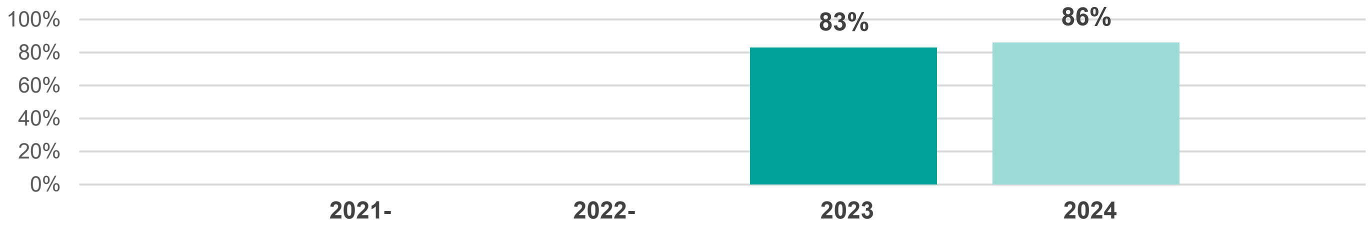
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



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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\- No score available.

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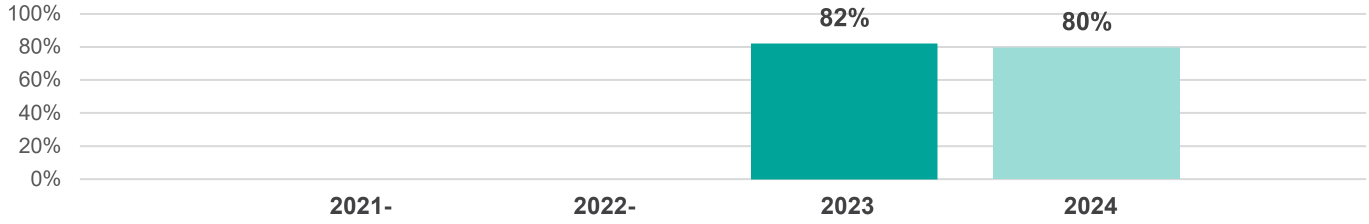
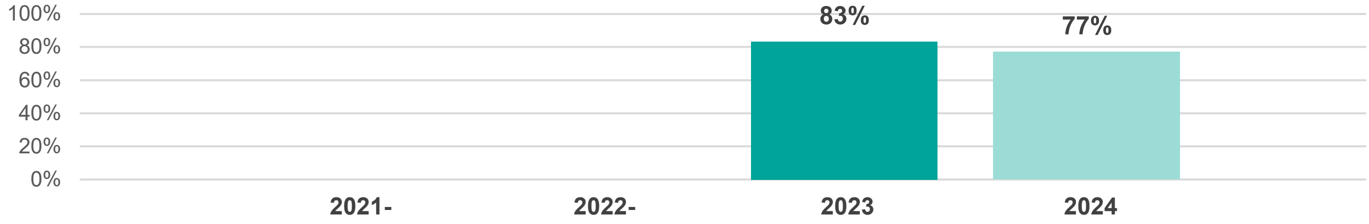
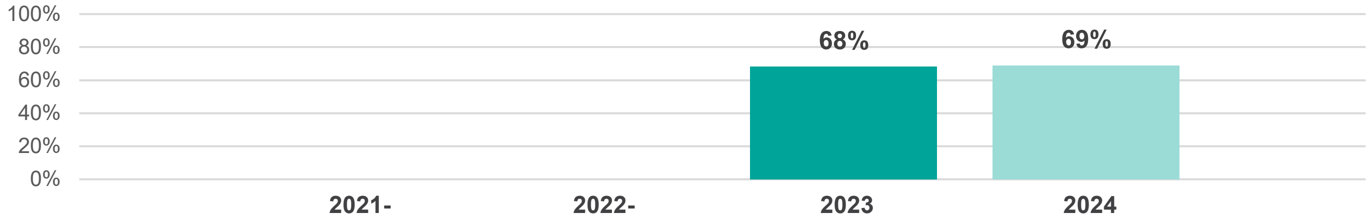
Q42_2. Patient completely had enough understandable information about their response to chemotherapy



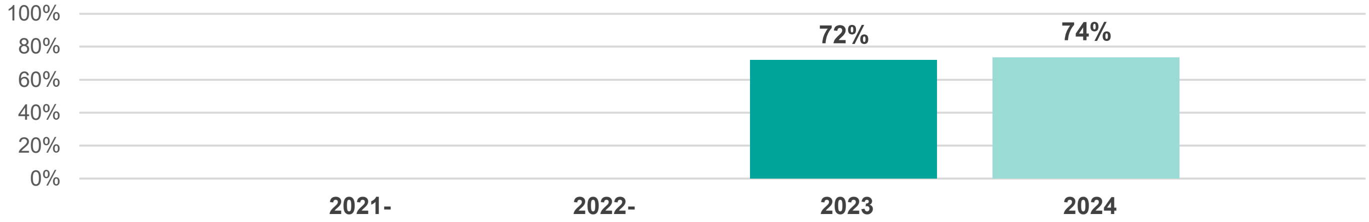
Q42_3. Patient completely had enough understandable information about their response to radiotherapy



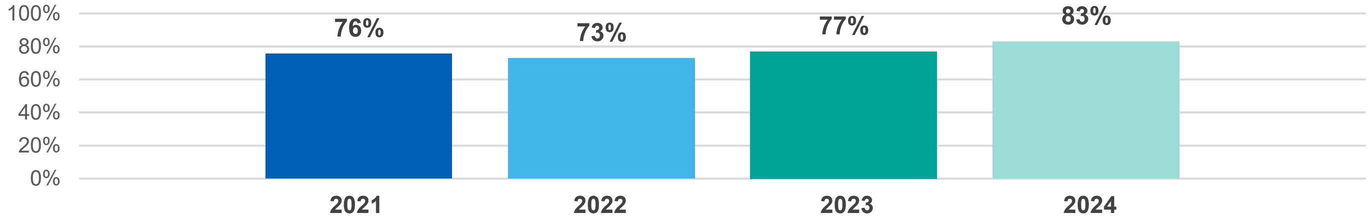
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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



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



Year on year charts

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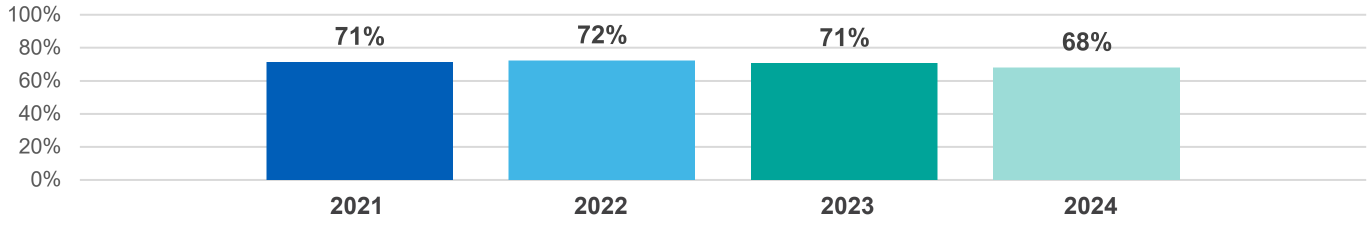
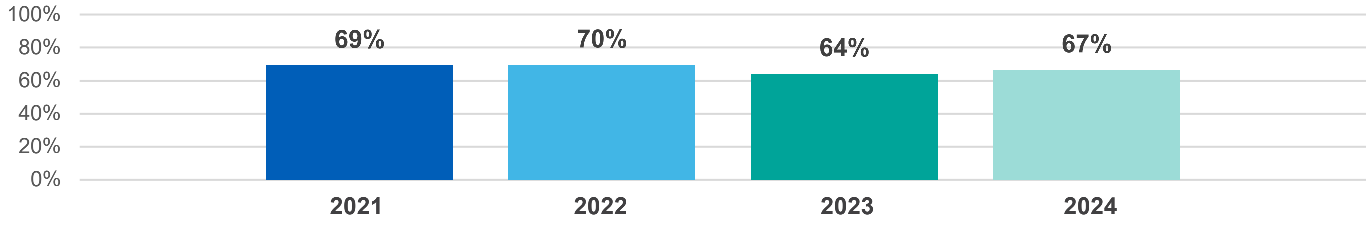
IMMEDIATE AND LONG-TERM SIDE EFFECTS

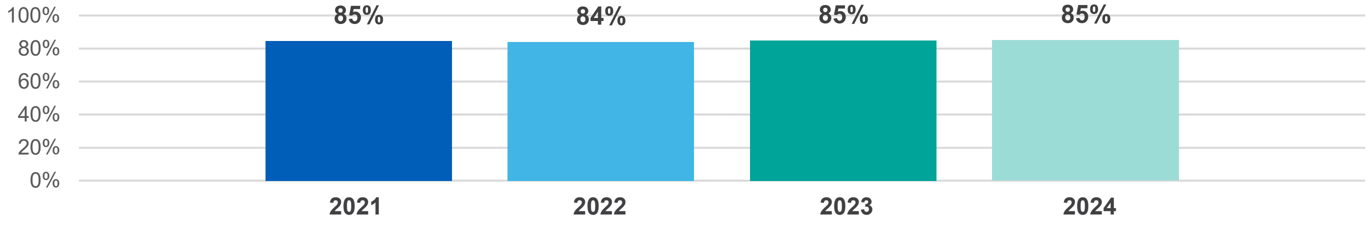
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



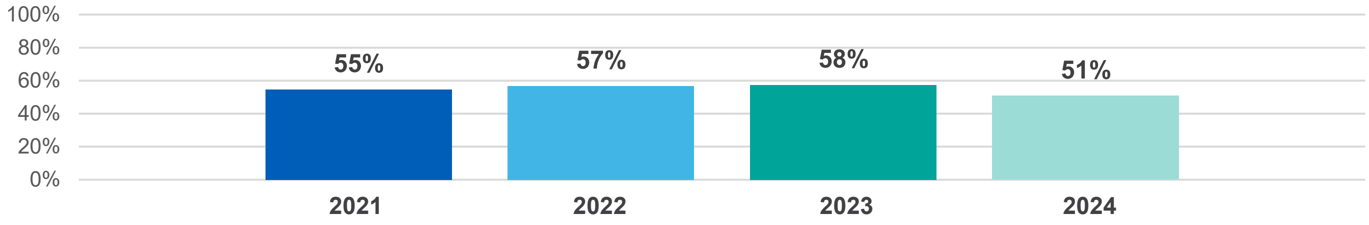
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



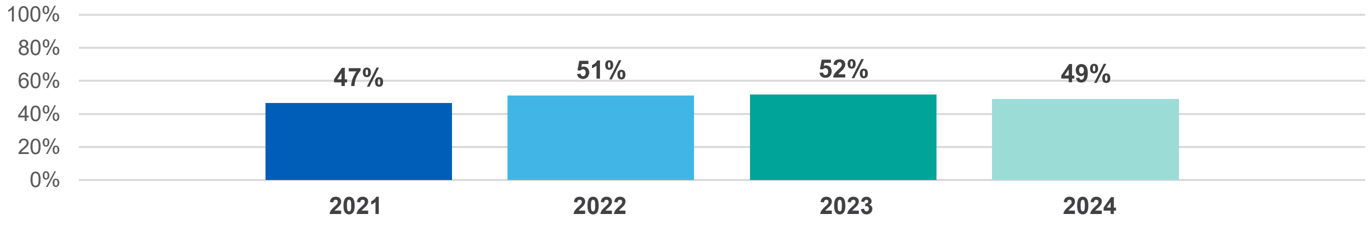
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



Back to start

Year on year charts

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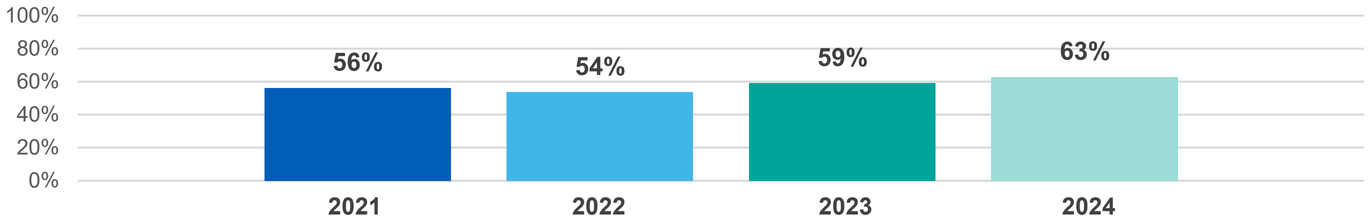
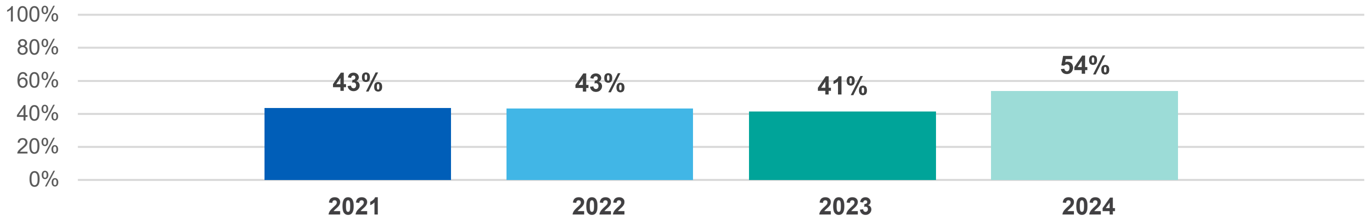
SUPPORT WHILE AT HOME

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

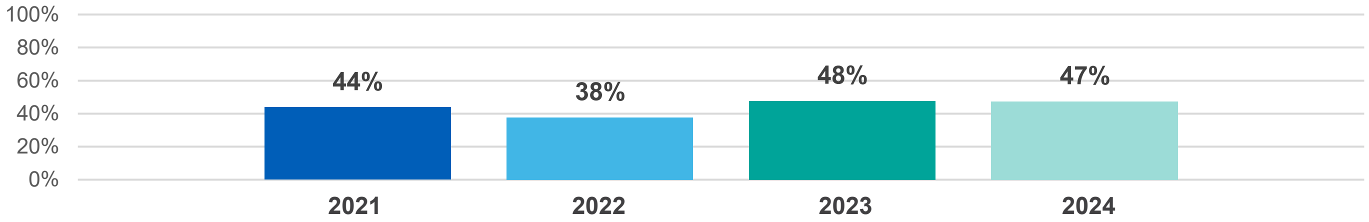


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

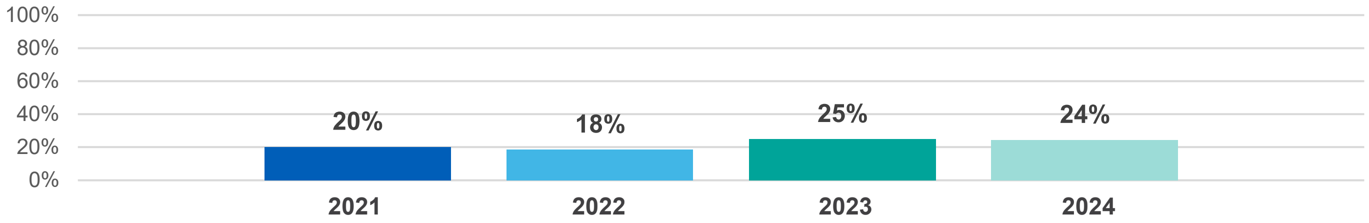


CARE FROM YOUR GP PRACTICE

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

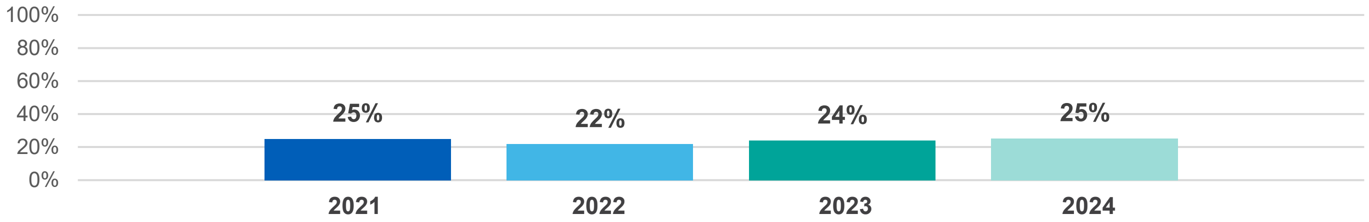


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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



Back to start

Year on year charts

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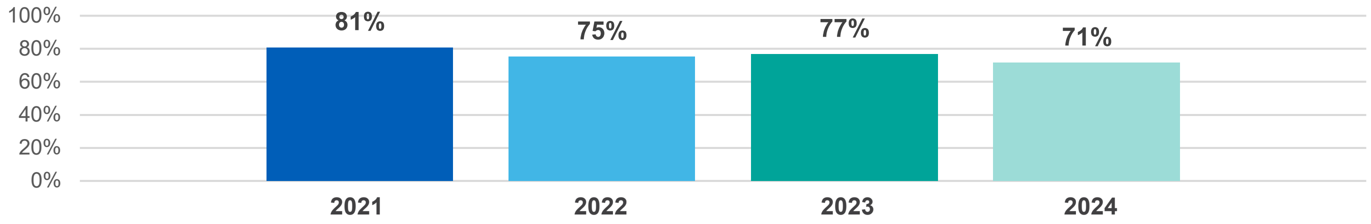
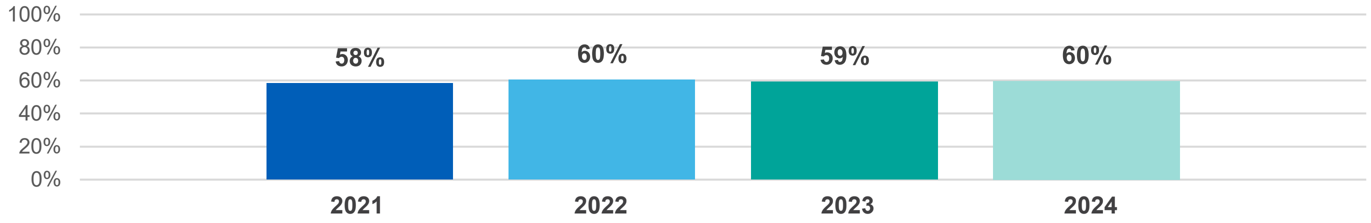
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment

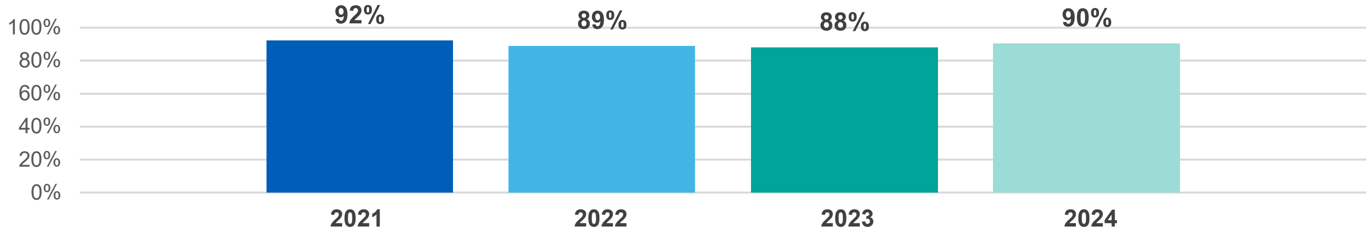


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

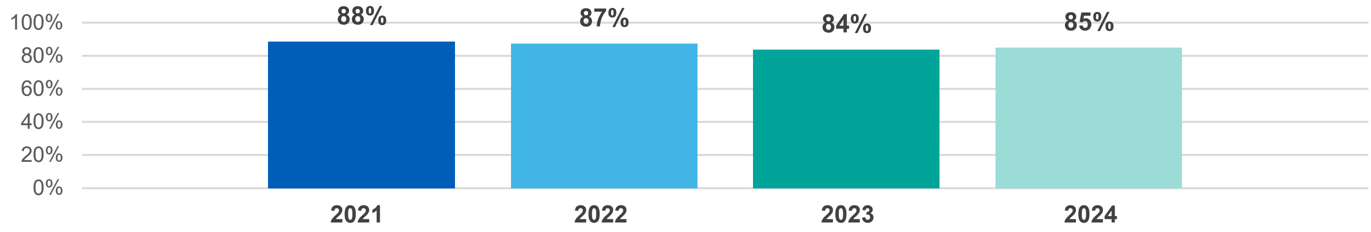


YOUR OVERALL NHS CARE

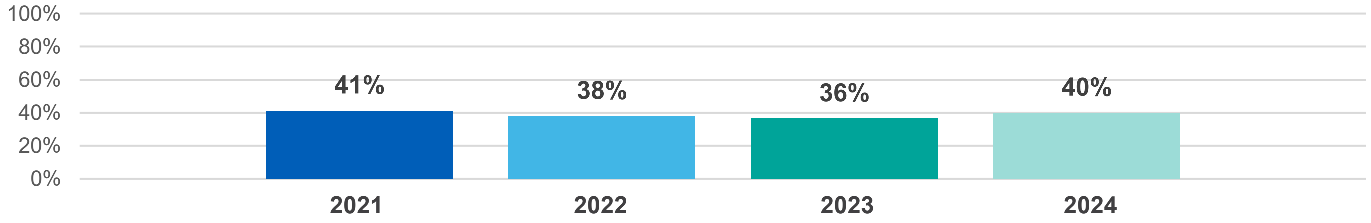
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



Year on year charts

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