# National Cancer Patient Experience Survey

2024 Results

# Portsmouth Hospitals University National Health Service Trust

Published July 2025

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

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# Executive summary

## Questions above expected range

Portsmouth Hospitals University National Health Service 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 | |
| Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options | **52%** | 52% | 63% | **58%** |
| Q34. Patient was always able to get help from ward staff when needed | **64%** | 69% | 79% | **74%** |
| Q35. Patient was always able to discuss worries and fears with hospital staff | **58%** | 60% | 72% | **66%** |
| Q42_3. Patient completely had enough understandable information about their response to radiotherapy | **80%** | 80% | 89% | **85%** |
| Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home | **58%** | 58% | 68% | **63%** |
| Q51. Patient definitely received the right amount of support from their GP practice during treatment | **42%** | 43% | 52% | **48%** |
| Q52. Patient has had a review of cancer care by GP practice | **19%** | 20% | 27% | **23%** |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | **60%** | 60% | 69% | **65%** |

# 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

810 patients responded out of a total of 1,479 patients, resulting in a response rate of 55%.

| | Sample size | Adjusted sample | Completed | Response rate |
|---|---|---|---|---|
| Overall response rate | 1,567 | 1,479 | 810 | 55% |
| National | 135,429 | 127,021 | 64,055 | 50% |

## Respondents by survey type

| | Number of respondents |
|---|---|
| Paper | 636 |
| Online | 174 |
| Phone | 0 |
| Translation service | 0 |
| **Total** | **810** |

## Respondents by tumour group

| | Number of respondents |
|---|---|
| Brain / CNS | 1 |
| Breast | 237 |
| Colorectal / LGT | 91 |
| Gynaecological | 42 |
| Haematological | 122 |
| Head and neck | 26 |
| Lung | 49 |
| Prostate | 131 |
| Sarcoma | 1 |
| Skin | 33 |
| Upper gastro | 27 |
| Urological | 37 |
| Other | 13 |
| **Total** | **810** |

* indicates the count is not shown due to suppression

## Respondents by ethnicity

| | Number of respondents |
|---|---|
| **White** | |
| English / Welsh / Scottish / Northern Irish / British | 740 |
| Irish | * |
| Gypsy or Irish Traveller | * |
| Roma | * |
| Any other White background | 17 |
| **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 | * |
| Caribbean | * |
| Any other Black / African / Caribbean background | * |
| **Other Ethnic Group** | |
| Arab | * |
| Any other ethnic group | * |
| **Not given** | |
| Not given | 37 |
| **Total** | **810** |

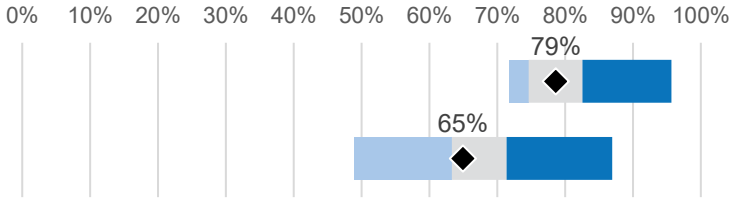
* indicates the count is not shown due to suppression

# Expected range charts

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

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

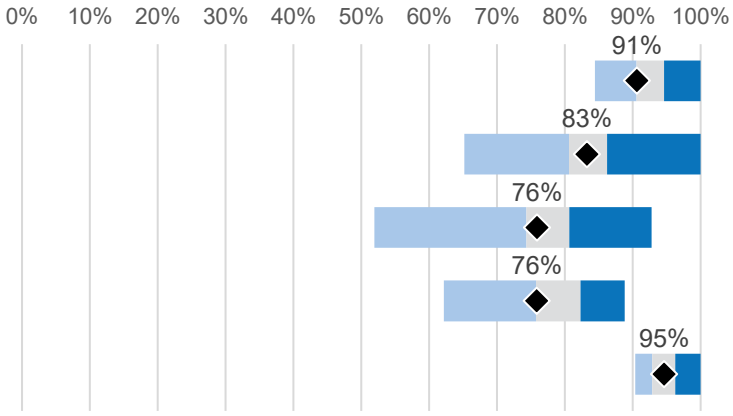
## SUPPORT FROM YOUR GP PRACTICE




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

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

## DIAGNOSTIC TESTS




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

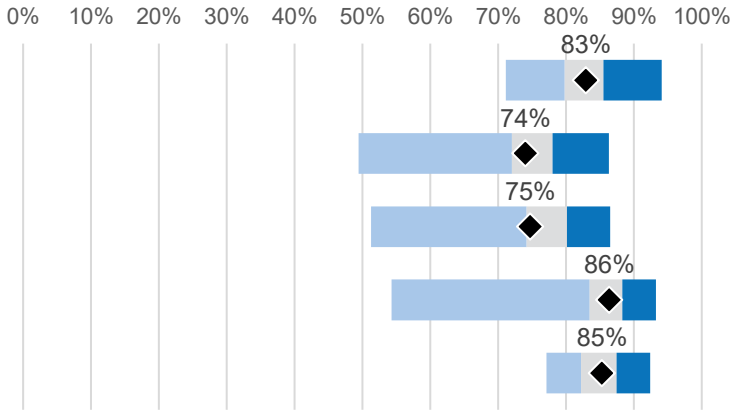
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient

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

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

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

## FINDING OUT THAT YOU HAD CANCER




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

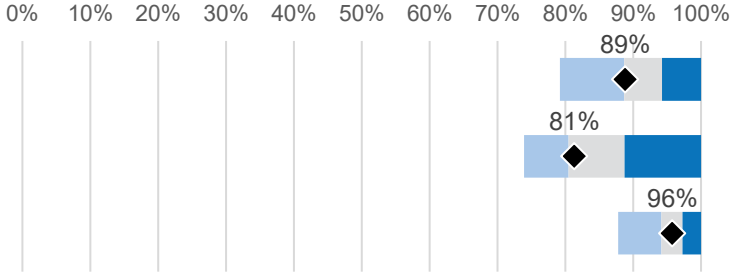
Q13. Patient was definitely told sensitively that they had cancer

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

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

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

## SUPPORT FROM A MAIN CONTACT PERSON




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

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

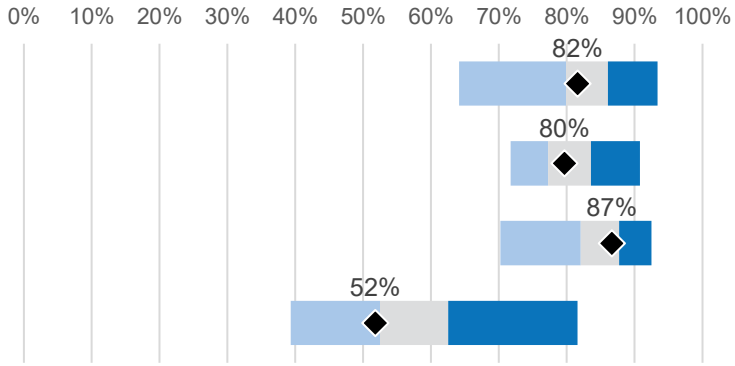
Q19. Patient found advice from main contact person was very or quite helpful

# Expected range charts

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

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

## DECIDING ON THE BEST TREATMENT



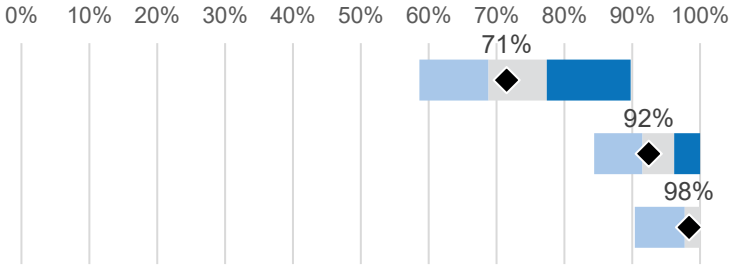

Q20. Treatment options were explained in a way the patient could completely understand

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

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

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

## CARE PLANNING

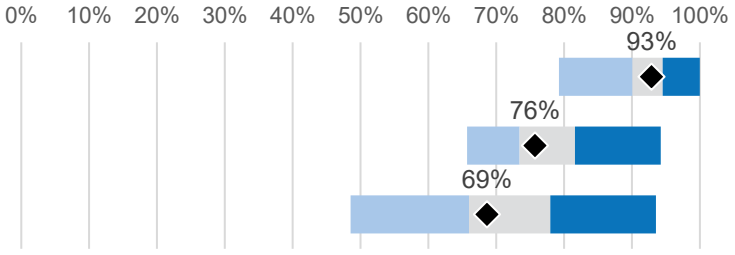



Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment

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

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

## SUPPORT FROM HOSPITAL STAFF

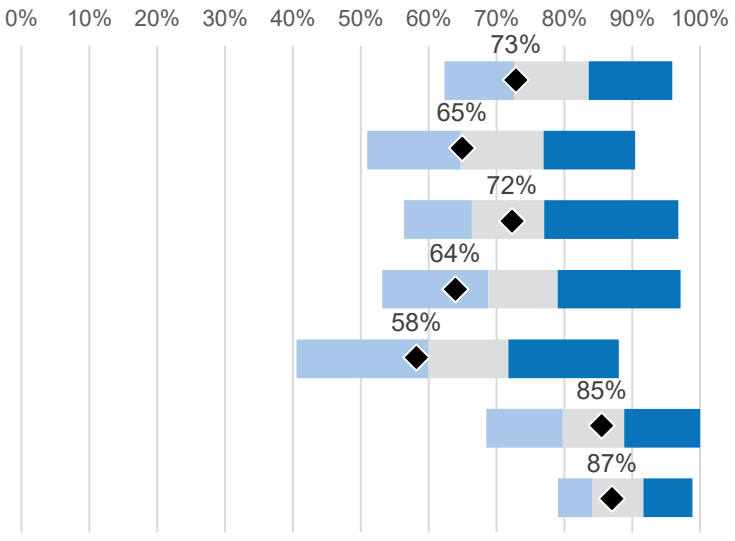



Q27. Staff provided the patient with relevant information on available support

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

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

## HOSPITAL CARE




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

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

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

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

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

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

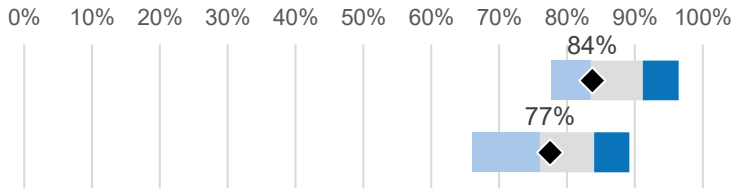
Q37. Patient was always treated with respect and dignity while in hospital

# Expected range charts

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

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

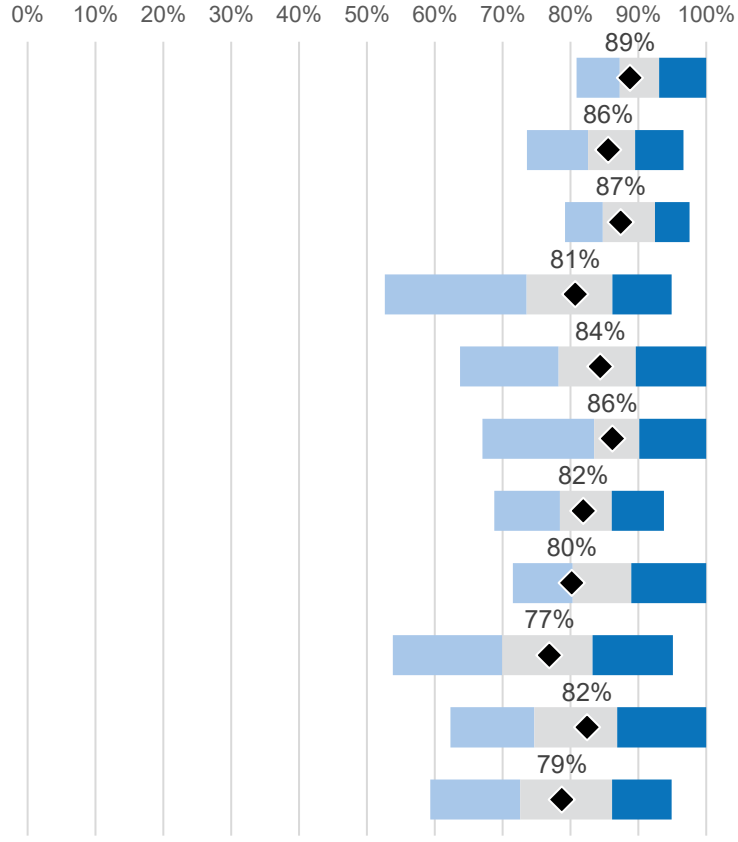
## HOSPITAL CARE CONTINUED




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

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

## YOUR TREATMENT




Q41_1. Beforehand patient completely had enough understandable information about surgery

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

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

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

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

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

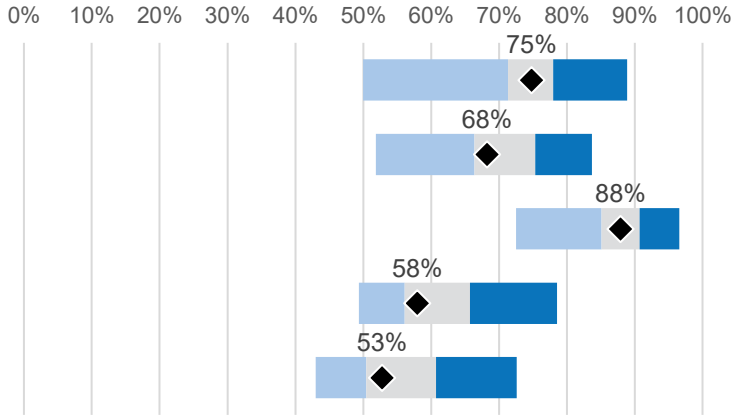
Q42_3. Patient completely had enough understandable information about their response to radiotherapy

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

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

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

## IMMEDIATE AND LONG-TERM SIDE EFFECTS




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

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

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

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

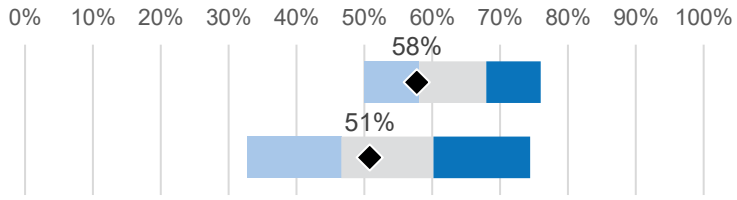
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects

# Expected range charts

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

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

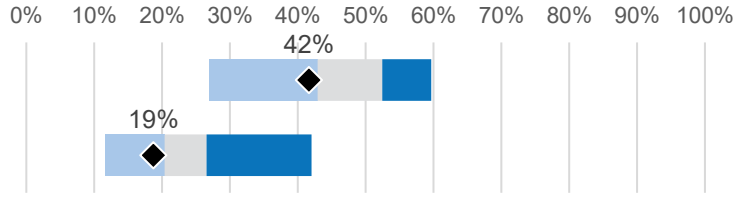
## SUPPORT WHILE AT HOME




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

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

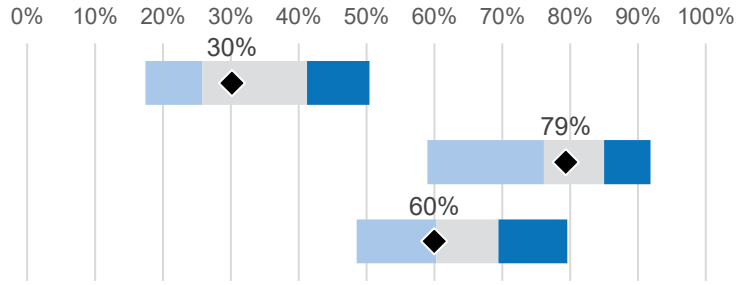
## CARE FROM YOUR GP PRACTICE




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

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

## LIVING WITH AND BEYOND CANCER

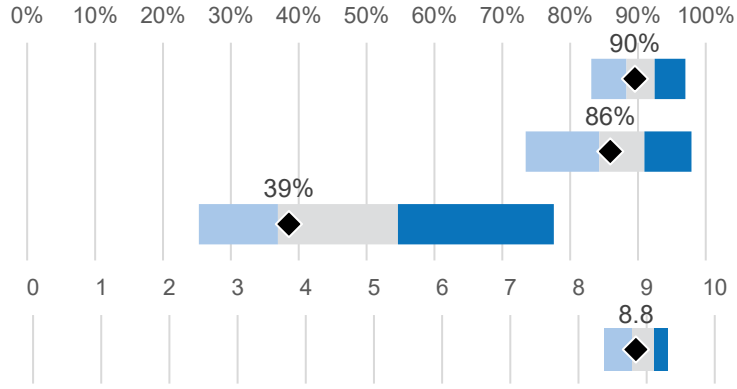



Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services

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

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

## YOUR OVERALL NHS CARE




Q56. The whole care team worked well together

Q57. Administration of care was very good or good

Q58. Cancer research opportunities were discussed with patient

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

# Comparability tables

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

\- No score available.

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

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

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

| SUPPORT FROM YOUR GP PRACTICE | Unadjusted scores | | | | | | Case mix adjusted scores | | | National score |
|---|---|---|---|---|---|---|---|---|---|---|
| | 2023 n | 2023 score | 2024 n | 2024 score | Change 2023-2024 | Change overall | 2024 score | Lower expected range | Upper expected range | |
| Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis | 385 | **79%** | 409 | **80%** | | | **79%** | 75% | 83% | **79%** |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 527 | **68%** | 532 | **67%** | | | **65%** | 63% | 71% | **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 | 657 | **91%** | 635 | **91%** | | ▼ | **91%** | 91% | 95% | **93%** |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 692 | **84%** | 674 | **84%** | | | **83%** | 81% | 86% | **83%** |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 689 | **78%** | 673 | **76%** | | ▼ | **76%** | 74% | 81% | **77%** |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 693 | **77%** | 677 | **77%** | | | **76%** | 76% | 82% | **79%** |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 699 | **95%** | 678 | **95%** | | | **95%** | 93% | 96% | **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 | 748 | **81%** | 749 | **84%** | | ▲ | **83%** | 80% | 86% | **83%** |
| Q13. Patient was definitely told sensitively that they had cancer | 785 | **71%** | 802 | **75%** | | | **74%** | 72% | 78% | **75%** |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 790 | **75%** | 802 | **76%** | | | **75%** | 74% | 80% | **77%** |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 791 | **87%** | 803 | **87%** | | | **86%** | 83% | 88% | **86%** |
| Q16. Patient was told they could go back later for more information about their diagnosis | 708 | **85%** | 713 | **86%** | | | **85%** | 82% | 87% | **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 | 754 | **88%** | 767 | **89%** | | ▼ | **89%** | 89% | 94% | **91%** |
| Q18. Patient found it very or quite easy to contact their main contact person | 599 | **81%** | 615 | **82%** | | | **81%** | 80% | 89% | **85%** |
| Q19. Patient found advice from main contact person was very or quite helpful | 624 | **94%** | 644 | **96%** | | | **96%** | 94% | 97% | **96%** |

# Comparability tables

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

\- No score available.

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

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

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

| DECIDING ON THE BEST TREATMENT | Unadjusted scores | | | | | | Case mix adjusted scores | | | 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 | 748 | **80%** | 756 | **82%** | | | **82%** | 80% | 86% | **83%** |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 774 | **79%** | 794 | **80%** | | | **80%** | 77% | 84% | **80%** |
| Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 694 | **86%** | 687 | **87%** | | ▲ | **87%** | 82% | 88% | **85%** |
| Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options | 432 | **53%** | 414 | **52%** | | | **52%** | 52% | 63% | **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 | 701 | **70%** | 702 | **72%** | | | **71%** | 69% | 77% | **73%** |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 408 | **92%** | 405 | **92%** | | | **92%** | 92% | 96% | **94%** |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 311 | **99%** | 310 | **98%** | | | **98%** | 98% | 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 | 683 | **91%** | 693 | **94%** | | | **93%** | 90% | 95% | **92%** |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 777 | **71%** | 790 | **76%** | ▲ | | **76%** | 73% | 82% | **78%** |
| Q29. Patient was offered information about how to get financial help or benefits | 344 | **61%** | 382 | **70%** | ▲ | | **69%** | 66% | 78% | **72%** |

# Comparability tables

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

\- No score available.

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

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

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

| HOSPITAL CARE | Unadjusted scores | | | | | | Case mix adjusted scores | | | 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 | 319 | **72%** | 291 | **72%** | | ▼ | **73%** | 73% | 84% | **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 | 264 | **66%** | 242 | **64%** | | | **65%** | 65% | 77% | **71%** |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 316 | **66%** | 288 | **72%** | | | **72%** | 66% | 77% | **72%** |
| Q34. Patient was always able to get help from ward staff when needed | 310 | **61%** | 284 | **63%** | | ▼ | **64%** | 69% | 79% | **74%** |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 306 | **58%** | 275 | **58%** | | ▼ | **58%** | 60% | 72% | **66%** |
| Q36. Hospital staff always did everything they could to help the patient control pain | 276 | **83%** | 247 | **85%** | | | **85%** | 80% | 89% | **84%** |
| Q37. Patient was always treated with respect and dignity while in hospital | 317 | **86%** | 290 | **87%** | | | **87%** | 84% | 92% | **88%** |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 308 | **84%** | 286 | **84%** | | ▼ | **84%** | 83% | 91% | **87%** |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 697 | **75%** | 715 | **78%** | | | **77%** | 76% | 84% | **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 | 400 | **89%** | 406 | **89%** | | | **89%** | 87% | 93% | **90%** |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 392 | **83%** | 379 | **85%** | | | **86%** | 83% | 90% | **86%** |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | 236 | **81%** | 264 | **88%** | | ▼ | **87%** | 85% | 92% | **89%** |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | 144 | **74%** | 155 | **81%** | | | **81%** | 74% | 86% | **80%** |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | 149 | **85%** | 161 | **84%** | | | **84%** | 78% | 90% | **84%** |
| Q42_1. Patient completely had enough understandable information about their response to surgery | 394 | **85%** | 400 | **87%** | | | **86%** | 83% | 90% | **87%** |
| Q42_2. Patient completely had enough understandable information about their response to chemotherapy | 398 | **80%** | 385 | **82%** | | | **82%** | 78% | 86% | **82%** |
| Q42_3. Patient completely had enough understandable information about their response to radiotherapy | 240 | **77%** | 269 | **81%** | | | **80%** | 80% | 89% | **85%** |
| Q42_4. Patient completely had enough understandable information about their response to hormone therapy | 145 | **70%** | 155 | **77%** | | | **77%** | 70% | 83% | **77%** |
| Q42_5. Patient completely had enough understandable information about their response to immunotherapy | 144 | **82%** | 160 | **83%** | | | **82%** | 75% | 87% | **81%** |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | 756 | **75%** | 769 | **79%** | ▲ | ▲ | **79%** | 73% | 86% | **79%** |

# Comparability tables

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\- No score available.

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

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

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

| 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 | 749 | **72%** | 754 | **75%** | | | **75%** | 71% | 78% | **75%** |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 700 | **65%** | 714 | **68%** | | | **68%** | 66% | 75% | **71%** |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 569 | **85%** | 593 | **89%** | | | **88%** | 85% | 91% | **88%** |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 704 | **58%** | 718 | **58%** | | | **58%** | 56% | 66% | **61%** |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 595 | **50%** | 635 | **53%** | | | **53%** | 50% | 61% | **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 | 512 | **62%** | 541 | **57%** | | | **58%** | 58% | 68% | **63%** |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 239 | **49%** | 253 | **51%** | | | **51%** | 47% | 60% | **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 | 458 | **42%** | 454 | **42%** | | | **42%** | 43% | 52% | **48%** |
| Q52. Patient has had a review of cancer care by GP practice | 743 | **23%** | 770 | **18%** | | ▲ | **19%** | 20% | 27% | **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 | 158 | **26%** | 144 | **30%** | | | **30%** | 26% | 41% | **34%** |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 382 | **76%** | 385 | **79%** | | | **79%** | 76% | 85% | **81%** |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 610 | **62%** | 649 | **60%** | | | **60%** | 60% | 69% | **65%** |

# Comparability tables

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

\- No score available.

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

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

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

| YOUR OVERALL NHS CARE | Unadjusted scores | | | | | | Case mix adjusted scores | | | 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 | 747 | **88%** | 761 | **90%** | | | **90%** | 88% | 92% | **90%** |
| Q57. Administration of care was very good or good | 771 | **85%** | 794 | **86%** | | ▼ | **86%** | 84% | 91% | **88%** |
| Q58. Cancer research opportunities were discussed with patient | 492 | **39%** | 505 | **38%** | | | **39%** | 37% | 55% | **46%** |
| Q59. Patient's average rating of care scored from very poor to very good | 762 | **8.8** | 775 | **8.9** | | | **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 | * | 95% | 89% | 77% | 62% | 65% | 89% | 79% | * | 86% | 82% | 50% | * | 80% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | * | 79% | 69% | 72% | 49% | 50% | 55% | 72% | * | 63% | 65% | 55% | * | 67% |

| DIAGNOSTIC TESTS | Tumour group | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and neck | Lung | Prostate | Sarcoma | Skin | Upper gastro | Urological | Other | **All** |
| Q5. Patient received all the information needed about the diagnostic test in advance | * | 89% | 95% | 82% | 97% | 96% | 98% | 91% | * | 85% | 91% | 74% | 92% | 91% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | * | 84% | 83% | 81% | 89% | 84% | 88% | 89% | * | 72% | 64% | 83% | 83% | 84% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | * | 76% | 78% | 81% | 93% | 92% | 74% | 67% | * | 63% | 73% | 74% | 45% | 76% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | * | 76% | 80% | 81% | 71% | 83% | 84% | 78% | * | 79% | 73% | 74% | 67% | 77% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | * | 97% | 94% | 92% | 97% | 96% | 95% | 95% | * | 96% | 92% | 94% | 75% | 95% |

| 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 | * | 86% | 86% | 72% | 79% | 88% | 96% | 84% | * | 82% | 77% | 78% | 75% | 84% |
| Q13. Patient was definitely told sensitively that they had cancer | * | 80% | 81% | 69% | 76% | 77% | 76% | 63% | * | 81% | 69% | 62% | 85% | 75% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | * | 78% | 78% | 80% | 71% | 77% | 85% | 73% | * | 78% | 62% | 67% | 77% | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | * | 91% | 84% | 81% | 84% | 88% | 88% | 87% | * | 90% | 92% | 78% | 85% | 87% |
| Q16. Patient was told they could go back later for more information about their diagnosis | * | 91% | 86% | 77% | 86% | 96% | 91% | 82% | * | 93% | 73% | 75% | 85% | 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 | * | 89% | 91% | 93% | 92% | 100% | 92% | 82% | * | 94% | 85% | 85% | 92% | 89% |
| Q18. Patient found it very or quite easy to contact their main contact person | * | 82% | 83% | 86% | 82% | 92% | 76% | 88% | * | 78% | 68% | 67% | 75% | 82% |
| Q19. Patient found advice from main contact person was very or quite helpful | * | 95% | 96% | 94% | 97% | 88% | 100% | 98% | * | 96% | 90% | 100% | 92% | 96% |

| DECIDING ON THE BEST TREATMENT | Tumour group | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and neck | Lung | Prostate | Sarcoma | Skin | Upper gastro | Urological | Other | **All** |
| Q20. Treatment options were explained in a way the patient could completely understand | * | 81% | 85% | 87% | 86% | 83% | 85% | 78% | * | 76% | 84% | 79% | 75% | 82% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | * | 79% | 84% | 80% | 83% | 69% | 91% | 80% | * | 75% | 65% | 72% | 92% | 80% |
| Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | * | 85% | 84% | 89% | 93% | 70% | 93% | 88% | * | 83% | 85% | 91% | 92% | 87% |
| Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options | * | 56% | 55% | 23% | 46% | 44% | 55% | 55% | * | 55% | 47% | 52% | * | 52% |

| 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 | * | 73% | 70% | 62% | 75% | 73% | 73% | 74% | * | 70% | 52% | 80% | 58% | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | * | 91% | 93% | 83% | 97% | 82% | 96% | 91% | * | 92% | 93% | 92% | 100% | 92% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | * | 96% | 100% | 100% | 100% | 100% | 100% | 100% | * | 100% | 90% | 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 | * | 93% | 96% | 94% | 93% | 91% | 91% | 95% | * | 93% | 92% | 89% | 100% | 94% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | * | 71% | 81% | 73% | 82% | 80% | 80% | 77% | * | 77% | 81% | 69% | 62% | 76% |
| Q29. Patient was offered information about how to get financial help or benefits | * | 73% | 76% | 73% | 70% | * | 74% | 51% | * | 73% | 69% | 55% | 60% | 70% |

# 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 | * | 54% | 88% | 67% | 76% | 75% | 82% | 80% | * | * | 63% | 68% | * | 72% |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | * | 51% | 71% | 63% | 73% | 58% | 91% | 70% | * | * | 69% | 45% | * | 64% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | * | 63% | 78% | 79% | 74% | 50% | 82% | 83% | * | * | 63% | 71% | * | 72% |
| Q34. Patient was always able to get help from ward staff when needed | * | 47% | 70% | 52% | 81% | 56% | 73% | 72% | * | * | 56% | 67% | * | 63% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | * | 42% | 74% | 56% | 68% | 44% | 70% | 55% | * | * | 44% | 60% | * | 58% |
| Q36. Hospital staff always did everything they could to help the patient control pain | * | 84% | 95% | 79% | 85% | 87% | * | 92% | * | * | 87% | 65% | * | 85% |
| Q37. Patient was always treated with respect and dignity while in hospital | * | 75% | 93% | 80% | 92% | 75% | 91% | 93% | * | * | 81% | 90% | * | 87% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | * | 82% | 85% | 73% | 89% | 88% | 91% | 86% | * | * | 81% | 80% | * | 84% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | * | 72% | 88% | 70% | 79% | 75% | 84% | 86% | * | 77% | 79% | 71% | 75% | 78% |

| YOUR TREATMENT | Tumour group | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and neck | Lung | Prostate | Sarcoma | Skin | Upper gastro | Urological | Other | **All** |
| Q41_1. Beforehand patient completely had enough understandable information about surgery | * | 89% | 91% | 90% | 100% | 93% | * | 93% | * | 77% | 81% | 91% | * | 89% |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | * | 81% | 84% | 85% | 91% | * | 91% | 91% | * | * | 89% | 55% | * | 85% |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | * | 88% | 83% | 71% | 83% | 83% | 90% | 90% | * | * | * | * | * | 88% |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | * | 77% | * | * | * | * | * | 87% | * | * | * | * | * | 81% |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | * | 83% | * | * | 88% | * | 85% | * | * | 77% | * | 82% | * | 84% |
| Q42_1. Patient completely had enough understandable information about their response to surgery | * | 87% | 84% | 87% | 100% | 93% | * | 93% | * | 82% | 75% | 86% | * | 87% |
| Q42_2. Patient completely had enough understandable information about their response to chemotherapy | * | 77% | 86% | 79% | 83% | * | 91% | 91% | * | * | 65% | 73% | * | 82% |
| Q42_3. Patient completely had enough understandable information about their response to radiotherapy | * | 80% | 73% | 71% | 83% | 78% | 86% | 80% | * | * | * | * | * | 81% |
| Q42_4. Patient completely had enough understandable information about their response to hormone therapy | * | 71% | * | * | * | * | * | 83% | * | * | * | * | * | 77% |
| Q42_5. Patient completely had enough understandable information about their response to immunotherapy | * | 81% | * | * | 83% | * | 81% | * | * | 92% | * | 82% | * | 83% |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | * | 68% | 83% | 76% | 86% | 85% | 76% | 91% | * | 77% | 69% | 88% | 92% | 79% |

# 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 | * | 75% | 80% | 77% | 73% | 73% | 79% | 76% | * | 80% | 65% | 67% | 69% | 75% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | * | 67% | 73% | 70% | 66% | 72% | 80% | 67% | * | 80% | 52% | 59% | 58% | 68% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | * | 90% | 91% | 85% | 90% | 86% | 87% | 85% | * | 90% | 89% | 80% | 100% | 89% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | * | 56% | 58% | 54% | 53% | 62% | 67% | 69% | * | 56% | 44% | 56% | 75% | 58% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | * | 47% | 64% | 47% | 57% | 58% | 60% | 56% | * | 48% | 36% | 55% | 54% | 53% |

| SUPPORT WHILE AT HOME | Tumour group | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and neck | Lung | Prostate | Sarcoma | Skin | Upper gastro | Urological | Other | **All** |
| Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home | * | 51% | 59% | 64% | 61% | 65% | 63% | 57% | * | 56% | 61% | 60% | 55% | 57% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | * | 47% | 48% | * | 56% | * | 75% | 73% | * | * | 53% | 33% | * | 51% |

| 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 | * | 39% | 47% | 45% | 37% | 43% | 45% | 45% | * | 35% | 21% | 50% | * | 42% |
| Q52. Patient has had a review of cancer care by GP practice | * | 15% | 25% | 17% | 20% | 12% | 11% | 19% | * | 19% | 16% | 32% | 23% | 18% |

# Tumour group tables

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

| LIVING WITH AND BEYOND CANCER | Tumour group | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and neck | Lung | Prostate | Sarcoma | Skin | Upper gastro | Urological | Other | **All** |
| Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services | * | 26% | 31% | 20% | 58% | * | * | 31% | * | * | * | * | * | 30% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | * | 76% | 80% | 68% | 91% | 94% | 79% | 85% | * | 67% | 91% | 73% | * | 79% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | * | 46% | 64% | 55% | 77% | 65% | 63% | 61% | * | 69% | 68% | 57% | 82% | 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 | * | 90% | 93% | 93% | 89% | 92% | 85% | 92% | * | 86% | 77% | 81% | 90% | 90% |
| Q57. Administration of care was very good or good | * | 84% | 89% | 83% | 92% | 88% | 86% | 88% | * | 78% | 89% | 75% | 67% | 86% |
| Q58. Cancer research opportunities were discussed with patient | * | 30% | 44% | 29% | 69% | 33% | 32% | 17% | * | 33% | 55% | 38% | 40% | 38% |
| Q59. Patient's average rating of care scored from very poor to very good | * | 8.9 | 9.0 | 8.8 | 9.1 | 8.7 | 8.9 | 8.8 | * | 8.7 | 8.4 | 8.8 | 8.7 | 8.9 |

# Age group tables

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

| SUPPORT FROM YOUR GP PRACTICE | Age | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 16 - 24 | 25 - 34 | 35 - 44 | 45 - 54 | 55 - 64 | 65 - 74 | 75 - 84 | 85+ | **All** |
| Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis | * | * | 92% | 71% | 77% | 82% | 81% | 92% | 80% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | * | * | 82% | 76% | 78% | 61% | 65% | 50% | 67% |

| DIAGNOSTIC TESTS | Age | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 16 - 24 | 25 - 34 | 35 - 44 | 45 - 54 | 55 - 64 | 65 - 74 | 75 - 84 | 85+ | **All** |
| Q5. Patient received all the information needed about the diagnostic test in advance | * | * | 88% | 85% | 93% | 90% | 90% | 96% | 91% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | * | * | 67% | 76% | 86% | 86% | 85% | 78% | 84% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | * | * | 56% | 65% | 75% | 79% | 79% | 68% | 76% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | * | * | 56% | 67% | 78% | 80% | 78% | 71% | 77% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | * | * | 88% | 90% | 96% | 95% | 96% | 93% | 95% |

| 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 | * | * | 79% | 80% | 80% | 84% | 86% | 93% | 84% |
| Q13. Patient was definitely told sensitively that they had cancer | * | * | 63% | 71% | 77% | 71% | 78% | 82% | 75% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | * | * | 63% | 71% | 75% | 75% | 80% | 74% | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | * | * | 79% | 85% | 88% | 86% | 90% | 82% | 87% |
| Q16. Patient was told they could go back later for more information about their diagnosis | * | * | 88% | 92% | 87% | 88% | 85% | 68% | 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 | * | * | 74% | 92% | 91% | 89% | 91% | 81% | 89% |
| Q18. Patient found it very or quite easy to contact their main contact person | * | * | 71% | 76% | 86% | 85% | 76% | 82% | 82% |
| Q19. Patient found advice from main contact person was very or quite helpful | * | * | 100% | 89% | 97% | 97% | 96% | 88% | 96% |

| DECIDING ON THE BEST TREATMENT | Age | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 16 - 24 | 25 - 34 | 35 - 44 | 45 - 54 | 55 - 64 | 65 - 74 | 75 - 84 | 85+ | **All** |
| Q20. Treatment options were explained in a way the patient could completely understand | * | * | 72% | 71% | 84% | 84% | 85% | 65% | 82% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | * | * | 47% | 73% | 82% | 85% | 78% | 80% | 80% |
| Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | * | * | 65% | 81% | 87% | 90% | 87% | 93% | 87% |
| Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options | * | * | 69% | 54% | 59% | 47% | 53% | 39% | 52% |

# 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 | * | * | 69% | 64% | 76% | 75% | 69% | 54% | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | * | * | 100% | 78% | 91% | 94% | 94% | 94% | 92% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | * | * | * | 95% | 99% | 97% | 100% | 100% | 98% |

| SUPPORT FROM HOSPITAL STAFF | Age | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 16 - 24 | 25 - 34 | 35 - 44 | 45 - 54 | 55 - 64 | 65 - 74 | 75 - 84 | 85+ | **All** |
| Q27. Staff provided the patient with relevant information on available support | * | * | 100% | 90% | 97% | 94% | 93% | 79% | 94% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | * | * | 53% | 51% | 80% | 77% | 80% | 70% | 76% |
| Q29. Patient was offered information about how to get financial help or benefits | * | * | 83% | 73% | 68% | 74% | 67% | 50% | 70% |

| 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 | * | * | 58% | 42% | 73% | 74% | 80% | * | 72% |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | * | * | 42% | 47% | 68% | 67% | 67% | * | 64% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | * | * | 42% | 67% | 73% | 77% | 71% | * | 72% |
| Q34. Patient was always able to get help from ward staff when needed | * | * | 33% | 50% | 56% | 69% | 73% | * | 63% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | * | * | 45% | 48% | 60% | 58% | 65% | * | 58% |
| Q36. Hospital staff always did everything they could to help the patient control pain | * | * | 60% | 77% | 86% | 85% | 94% | * | 85% |
| Q37. Patient was always treated with respect and dignity while in hospital | * | * | 75% | 79% | 88% | 85% | 91% | * | 87% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | * | * | 83% | 71% | 89% | 84% | 83% | * | 84% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | * | * | 61% | 57% | 82% | 81% | 79% | 66% | 78% |

# Age group tables

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

| YOUR TREATMENT | Age | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 16 - 24 | 25 - 34 | 35 - 44 | 45 - 54 | 55 - 64 | 65 - 74 | 75 - 84 | 85+ | **All** |
| Q41_1. Beforehand patient completely had enough understandable information about surgery | * | * | 93% | 84% | 91% | 88% | 92% | 88% | 89% |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | * | * | 81% | 78% | 92% | 85% | 83% | * | 85% |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | * | * | * | 81% | 94% | 91% | 83% | 60% | 88% |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | * | * | * | 50% | 77% | 90% | 86% | * | 81% |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | * | * | * | 73% | 87% | 87% | 82% | * | 84% |
| Q42_1. Patient completely had enough understandable information about their response to surgery | * | * | 94% | 76% | 88% | 87% | 90% | 76% | 87% |
| Q42_2. Patient completely had enough understandable information about their response to chemotherapy | * | * | 81% | 69% | 92% | 80% | 80% | * | 82% |
| Q42_3. Patient completely had enough understandable information about their response to radiotherapy | * | * | * | 65% | 87% | 89% | 75% | 45% | 81% |
| Q42_4. Patient completely had enough understandable information about their response to hormone therapy | * | * | * | 36% | 73% | 90% | 86% | * | 77% |
| Q42_5. Patient completely had enough understandable information about their response to immunotherapy | * | * | * | 64% | 87% | 84% | 82% | * | 83% |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | * | * | 74% | 69% | 81% | 80% | 81% | 72% | 79% |

| 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 | * | * | 79% | 65% | 77% | 76% | 75% | 59% | 75% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | * | * | 50% | 58% | 75% | 70% | 67% | 39% | 68% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | * | * | 88% | 89% | 87% | 90% | 89% | 73% | 89% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | * | * | 47% | 48% | 69% | 59% | 55% | 31% | 58% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | * | * | 29% | 38% | 60% | 52% | 57% | 44% | 53% |

| 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% | 46% | 58% | 61% | 58% | 55% | 57% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | * | * | * | 36% | 49% | 55% | 53% | 47% | 51% |

| CARE FROM YOUR GP PRACTICE | Age | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 16 - 24 | 25 - 34 | 35 - 44 | 45 - 54 | 55 - 64 | 65 - 74 | 75 - 84 | 85+ | **All** |
| Q51. Patient definitely received the right amount of support from their GP practice during treatment | * | * | 29% | 38% | 53% | 43% | 36% | 14% | 42% |
| Q52. Patient has had a review of cancer care by GP practice | * | * | 6% | 28% | 15% | 21% | 15% | 19% | 18% |

# 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% | 32% | 24% | 42% | * | 30% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | * | * | * | 66% | 82% | 84% | 80% | 64% | 79% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | * | * | 44% | 37% | 60% | 65% | 63% | 54% | 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 | * | * | 95% | 76% | 91% | 90% | 91% | 86% | 90% |
| Q57. Administration of care was very good or good | * | * | 58% | 77% | 92% | 88% | 85% | 78% | 86% |
| Q58. Cancer research opportunities were discussed with patient | * | * | 46% | 32% | 37% | 39% | 39% | 18% | 38% |
| Q59. Patient's average rating of care scored from very poor to very good | * | * | 8.2 | 8.1 | 9.1 | 9.0 | 8.9 | 8.1 | 8.9 |

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

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

| SUPPORT FROM YOUR GP PRACTICE | Which of the following best describes you? | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis | 81% | 82% | * | * | * | 62% | 80% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 71% | 64% | * | * | * | 53% | 67% |

| DIAGNOSTIC TESTS | Which of the following best describes you? | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q5. Patient received all the information needed about the diagnostic test in advance | 89% | 92% | * | * | * | 93% | 91% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 83% | 85% | * | * | * | 87% | 84% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 76% | 77% | * | * | * | 68% | 76% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 78% | 76% | * | * | * | 71% | 77% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 94% | 96% | * | * | * | 97% | 95% |

| 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 | 84% | 84% | * | * | * | 84% | 84% |
| Q13. Patient was definitely told sensitively that they had cancer | 78% | 71% | * | * | * | 67% | 75% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 77% | 75% | * | * | * | 73% | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 88% | 86% | * | * | * | 85% | 87% |
| Q16. Patient was told they could go back later for more information about their diagnosis | 86% | 87% | * | * | * | 83% | 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 | 90% | 89% | * | * | * | 90% | 89% |
| Q18. Patient found it very or quite easy to contact their main contact person | 82% | 82% | * | * | * | 83% | 82% |
| Q19. Patient found advice from main contact person was very or quite helpful | 95% | 97% | * | * | * | 88% | 96% |

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

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

| DECIDING ON THE BEST TREATMENT | Which of the following best describes you? | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q20. Treatment options were explained in a way the patient could completely understand | 84% | 80% | * | * | * | 80% | 82% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 79% | 82% | * | * | * | 67% | 80% |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 86% | 88% | * | * | * | 91% | 87% |
| Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options | 52% | 53% | * | * | * | 52% | 52% |

| 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 | 72% | 74% | * | * | * | 52% | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 92% | 94% | * | * | * | 85% | 92% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 97% | 100% | * | * | * | * | 98% |

| SUPPORT FROM HOSPITAL STAFF | Which of the following best describes you? | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q27. Staff provided the patient with relevant information on available support | 92% | 95% | * | * | * | 93% | 94% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 72% | 82% | * | * | * | 70% | 76% |
| Q29. Patient was offered information about how to get financial help or benefits | 70% | 72% | * | * | * | 45% | 70% |

# ‘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 | 64% | 82% | * | * | * | * | 72% |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | 60% | 69% | * | * | * | * | 64% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 69% | 75% | * | * | * | * | 72% |
| Q34. Patient was always able to get help from ward staff when needed | 59% | 66% | * | * | * | * | 63% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 55% | 62% | * | * | * | * | 58% |
| Q36. Hospital staff always did everything they could to help the patient control pain | 84% | 86% | * | * | * | * | 85% |
| Q37. Patient was always treated with respect and dignity while in hospital | 81% | 92% | * | * | * | * | 87% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 82% | 88% | * | * | * | * | 84% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 74% | 84% | * | * | * | 63% | 78% |

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

# ‘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 | 74% | 77% | * | * | * | 59% | 75% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 67% | 71% | * | * | * | 54% | 68% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 88% | 89% | * | * | * | 89% | 89% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 56% | 63% | * | * | * | 38% | 58% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 50% | 59% | * | * | * | 38% | 53% |

| SUPPORT WHILE AT HOME | Which of the following best describes you? | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home | 55% | 62% | * | * | * | 52% | 57% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 45% | 63% | * | * | * | 21% | 51% |

| CARE FROM YOUR GP PRACTICE | Which of the following best describes you? | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q51. Patient definitely received the right amount of support from their GP practice during treatment | 42% | 43% | * | * | * | 29% | 42% |
| Q52. Patient has had a review of cancer care by GP practice | 17% | 20% | * | * | * | 13% | 18% |

| 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 | 27% | 40% | * | * | * | * | 30% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 77% | 85% | * | * | * | 73% | 79% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 53% | 68% | * | * | * | 56% | 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 | 89% | 90% | * | * | * | 90% | 90% |
| Q57. Administration of care was very good or good | 83% | 91% | * | * | * | 66% | 86% |
| Q58. Cancer research opportunities were discussed with patient | 36% | 41% | * | * | * | 27% | 38% |
| Q59. Patient's average rating of care scored from very poor to very good | 8.9 | 8.9 | * | * | * | 8.3 | 8.9 |

# Ethnicity tables

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

| SUPPORT FROM YOUR GP PRACTICE | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis | 81% | * | * | * | * | 62% | 80% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 67% | * | * | * | * | 48% | 67% |

| DIAGNOSTIC TESTS | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q5. Patient received all the information needed about the diagnostic test in advance | 91% | * | * | * | * | 94% | 91% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 84% | * | * | * | * | 83% | 84% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 77% | * | * | * | * | 71% | 76% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 77% | * | * | * | * | 69% | 77% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 95% | * | * | * | * | 94% | 95% |

| 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 | 84% | * | * | * | * | 88% | 84% |
| Q13. Patient was definitely told sensitively that they had cancer | 75% | * | * | * | * | 65% | 75% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 76% | * | * | * | * | 73% | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 87% | * | * | * | * | 84% | 87% |
| Q16. Patient was told they could go back later for more information about their diagnosis | 87% | * | * | * | * | 85% | 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 | 89% | * | * | * | * | 91% | 89% |
| Q18. Patient found it very or quite easy to contact their main contact person | 82% | * | * | * | * | 74% | 82% |
| Q19. Patient found advice from main contact person was very or quite helpful | 96% | * | * | * | * | 89% | 96% |

| DECIDING ON THE BEST TREATMENT | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q20. Treatment options were explained in a way the patient could completely understand | 82% | * | * | * | * | 76% | 82% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 81% | * | * | * | * | 68% | 80% |
| Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 87% | * | * | * | * | 91% | 87% |
| Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options | 53% | * | * | * | * | 50% | 52% |

# Ethnicity tables

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

| CARE PLANNING | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment | 73% | * | * | * | * | 53% | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 93% | * | * | * | * | 88% | 92% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 98% | * | * | * | * | 100% | 98% |

| SUPPORT FROM HOSPITAL STAFF | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q27. Staff provided the patient with relevant information on available support | 94% | * | * | * | * | 93% | 94% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 76% | * | * | * | * | 71% | 76% |
| Q29. Patient was offered information about how to get financial help or benefits | 71% | * | * | * | * | 54% | 70% |

| 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 | 72% | * | * | * | * | * | 72% |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | 64% | * | * | * | * | * | 64% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 71% | * | * | * | * | * | 72% |
| Q34. Patient was always able to get help from ward staff when needed | 62% | * | * | * | * | * | 63% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 59% | * | * | * | * | * | 58% |
| Q36. Hospital staff always did everything they could to help the patient control pain | 85% | * | * | * | * | * | 85% |
| Q37. Patient was always treated with respect and dignity while in hospital | 86% | * | * | * | * | * | 87% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 85% | * | * | * | * | * | 84% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 79% | * | * | * | * | 59% | 78% |

# 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 | 89% | * | * | * | * | 92% | 89% |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 87% | * | * | * | * | 69% | 85% |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | 88% | * | * | * | * | * | 88% |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | 81% | * | * | * | * | * | 81% |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | 85% | * | * | * | * | * | 84% |
| Q42_1. Patient completely had enough understandable information about their response to surgery | 86% | * | * | * | * | 82% | 87% |
| Q42_2. Patient completely had enough understandable information about their response to chemotherapy | 83% | * | * | * | * | 60% | 82% |
| Q42_3. Patient completely had enough understandable information about their response to radiotherapy | 81% | * | * | * | * | * | 81% |
| Q42_4. Patient completely had enough understandable information about their response to hormone therapy | 78% | * | * | * | * | * | 77% |
| Q42_5. Patient completely had enough understandable information about their response to immunotherapy | 83% | * | * | * | * | * | 83% |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | 79% | * | * | * | * | 84% | 79% |

| 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 | 76% | * | * | * | * | 52% | 75% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 69% | * | * | * | * | 47% | 68% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 88% | * | * | * | * | 89% | 89% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 59% | * | * | * | * | 41% | 58% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 54% | * | * | * | * | 34% | 53% |

| 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 | 58% | * | * | * | * | 43% | 57% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 53% | * | * | * | * | 20% | 51% |

| 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 | 43% | * | * | * | * | 29% | 42% |
| Q52. Patient has had a review of cancer care by GP practice | 18% | * | * | * | * | 15% | 18% |

# 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 | 31% | * | * | * | * | * | 30% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 80% | * | * | * | * | 71% | 79% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 60% | * | * | * | * | 46% | 60% |

| YOUR OVERALL NHS CARE | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q56. The whole care team worked well together | 90% | * | * | * | * | 85% | 90% |
| Q57. Administration of care was very good or good | 87% | * | * | * | * | 67% | 86% |
| Q58. Cancer research opportunities were discussed with patient | 38% | * | * | * | * | 33% | 38% |
| Q59. Patient's average rating of care scored from very poor to very good | 8.9 | * | * | * | * | 8.3 | 8.9 |

# IMD quintile tables

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

| SUPPORT FROM YOUR GP PRACTICE | IMD quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis | 68% | 77% | 80% | 82% | 84% | * | 80% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 63% | 63% | 67% | 76% | 63% | * | 67% |

| DIAGNOSTIC TESTS | IMD quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q5. Patient received all the information needed about the diagnostic test in advance | 94% | 92% | 92% | 89% | 90% | * | 91% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 87% | 86% | 79% | 85% | 86% | * | 84% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 76% | 86% | 69% | 75% | 77% | * | 76% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 80% | 78% | 74% | 76% | 79% | * | 77% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 95% | 98% | 94% | 96% | 94% | * | 95% |

| 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 | 86% | 90% | 79% | 85% | 83% | * | 84% |
| Q13. Patient was definitely told sensitively that they had cancer | 76% | 74% | 76% | 73% | 74% | * | 75% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 76% | 76% | 74% | 77% | 76% | * | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 91% | 86% | 90% | 86% | 85% | * | 87% |
| Q16. Patient was told they could go back later for more information about their diagnosis | 85% | 86% | 87% | 86% | 87% | * | 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 | 87% | 94% | 89% | 89% | 88% | * | 89% |
| Q18. Patient found it very or quite easy to contact their main contact person | 85% | 80% | 83% | 82% | 79% | * | 82% |
| Q19. Patient found advice from main contact person was very or quite helpful | 100% | 95% | 95% | 94% | 97% | * | 96% |

# IMD quintile tables

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

| DECIDING ON THE BEST TREATMENT | IMD quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q20. Treatment options were explained in a way the patient could completely understand | 84% | 81% | 80% | 85% | 82% | * | 82% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 88% | 80% | 77% | 82% | 79% | * | 80% |
| Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 93% | 88% | 84% | 89% | 85% | * | 87% |
| Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options | 69% | 56% | 49% | 55% | 48% | * | 52% |

| 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 | 79% | 71% | 69% | 71% | 73% | * | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 88% | 94% | 93% | 94% | 92% | * | 92% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 100% | 100% | 98% | 97% | 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 | 95% | 97% | 91% | 96% | 91% | * | 94% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 82% | 79% | 72% | 75% | 76% | * | 76% |
| Q29. Patient was offered information about how to get financial help or benefits | 70% | 71% | 75% | 62% | 72% | * | 70% |

| 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 | 82% | 74% | 72% | 71% | 70% | * | 72% |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | 79% | 70% | 73% | 66% | 48% | * | 64% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 76% | 83% | 68% | 70% | 70% | * | 72% |
| Q34. Patient was always able to get help from ward staff when needed | 62% | 67% | 64% | 62% | 60% | * | 63% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 68% | 67% | 56% | 54% | 55% | * | 58% |
| Q36. Hospital staff always did everything they could to help the patient control pain | 79% | 87% | 87% | 85% | 85% | * | 85% |
| Q37. Patient was always treated with respect and dignity while in hospital | 77% | 92% | 82% | 90% | 85% | * | 87% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 95% | 90% | 91% | 76% | 79% | * | 84% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 81% | 85% | 74% | 77% | 78% | * | 78% |

# 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 | 89% | 90% | 87% | 92% | 88% | * | 89% |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 89% | 91% | 81% | 84% | 87% | * | 85% |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | 96% | 92% | 86% | 84% | 86% | * | 88% |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | 93% | 86% | 84% | 66% | 81% | * | 81% |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | 91% | 73% | 93% | 78% | 87% | * | 84% |
| Q42_1. Patient completely had enough understandable information about their response to surgery | 91% | 87% | 83% | 89% | 86% | * | 87% |
| Q42_2. Patient completely had enough understandable information about their response to chemotherapy | 92% | 87% | 82% | 77% | 80% | * | 82% |
| Q42_3. Patient completely had enough understandable information about their response to radiotherapy | 92% | 88% | 78% | 78% | 76% | * | 81% |
| Q42_4. Patient completely had enough understandable information about their response to hormone therapy | 87% | 85% | 84% | 59% | 74% | * | 77% |
| Q42_5. Patient completely had enough understandable information about their response to immunotherapy | 90% | 87% | 90% | 75% | 79% | * | 83% |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | 88% | 79% | 80% | 80% | 75% | * | 79% |

| 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% | 80% | 78% | 70% | 73% | * | 75% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 69% | 71% | 72% | 66% | 66% | * | 68% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 95% | 89% | 89% | 86% | 88% | * | 89% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 69% | 62% | 61% | 56% | 52% | * | 58% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 63% | 58% | 59% | 51% | 44% | * | 53% |

| 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 | 70% | 67% | 56% | 56% | 50% | * | 57% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 52% | 60% | 41% | 53% | 52% | * | 51% |

| 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 | 38% | 45% | 50% | 38% | 39% | * | 42% |
| Q52. Patient has had a review of cancer care by GP practice | 10% | 18% | 17% | 17% | 22% | * | 18% |

# 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 | 33% | 35% | 41% | 17% | 25% | * | 30% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 83% | 76% | 80% | 79% | 81% | * | 79% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 71% | 59% | 59% | 59% | 59% | * | 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 | 94% | 90% | 89% | 90% | 88% | * | 90% |
| Q57. Administration of care was very good or good | 97% | 92% | 81% | 86% | 84% | * | 86% |
| Q58. Cancer research opportunities were discussed with patient | 39% | 38% | 41% | 36% | 36% | * | 38% |
| Q59. Patient's average rating of care scored from very poor to very good | 9.2 | 9.1 | 8.9 | 8.8 | 8.8 | * | 8.9 |

# Long-term condition status tables

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

| SUPPORT FROM YOUR GP PRACTICE | Long-term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis | 78% | 85% | 76% | 80% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 66% | 71% | 52% | 67% |

| DIAGNOSTIC TESTS | Long-term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q5. Patient received all the information needed about the diagnostic test in advance | 90% | 92% | 92% | 91% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 83% | 85% | 88% | 84% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 77% | 77% | 67% | 76% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 76% | 79% | 71% | 77% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 95% | 94% | 98% | 95% |

| 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 | 86% | 80% | 87% | 84% |
| Q13. Patient was definitely told sensitively that they had cancer | 75% | 73% | 75% | 75% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 75% | 76% | 77% | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 87% | 88% | 86% | 87% |
| Q16. Patient was told they could go back later for more information about their diagnosis | 87% | 86% | 88% | 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 | 90% | 88% | 89% | 89% |
| Q18. Patient found it very or quite easy to contact their main contact person | 81% | 82% | 86% | 82% |
| Q19. Patient found advice from main contact person was very or quite helpful | 96% | 96% | 92% | 96% |

| DECIDING ON THE BEST TREATMENT | Long-term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q20. Treatment options were explained in a way the patient could completely understand | 82% | 82% | 82% | 82% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 81% | 81% | 71% | 80% |
| Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 88% | 86% | 87% | 87% |
| Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options | 51% | 54% | 61% | 52% |

# 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 | 72% | 74% | 63% | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 91% | 95% | 92% | 92% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 99% | 97% | 100% | 98% |

| SUPPORT FROM HOSPITAL STAFF | Long-term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q27. Staff provided the patient with relevant information on available support | 93% | 95% | 95% | 94% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 75% | 77% | 78% | 76% |
| Q29. Patient was offered information about how to get financial help or benefits | 65% | 79% | 59% | 70% |

| 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 | 73% | 70% | 82% | 72% |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | 66% | 61% | 60% | 64% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 70% | 76% | 82% | 72% |
| Q34. Patient was always able to get help from ward staff when needed | 61% | 64% | 73% | 63% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 57% | 60% | * | 58% |
| Q36. Hospital staff always did everything they could to help the patient control pain | 86% | 84% | 91% | 85% |
| Q37. Patient was always treated with respect and dignity while in hospital | 86% | 86% | 100% | 87% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 84% | 86% | 73% | 84% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 77% | 80% | 75% | 78% |

# 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 | 88% | 90% | 95% | 89% |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 84% | 90% | 69% | 85% |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | 86% | 90% | 87% | 88% |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | 84% | 76% | * | 81% |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | 82% | 92% | * | 84% |
| Q42_1. Patient completely had enough understandable information about their response to surgery | 86% | 87% | 90% | 87% |
| Q42_2. Patient completely had enough understandable information about their response to chemotherapy | 79% | 88% | 75% | 82% |
| Q42_3. Patient completely had enough understandable information about their response to radiotherapy | 79% | 86% | 69% | 81% |
| Q42_4. Patient completely had enough understandable information about their response to hormone therapy | 80% | 73% | * | 77% |
| Q42_5. Patient completely had enough understandable information about their response to immunotherapy | 76% | 94% | * | 83% |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | 79% | 79% | 84% | 79% |

| 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 | 73% | 79% | 70% | 75% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 67% | 71% | 64% | 68% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 87% | 91% | 90% | 89% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 57% | 62% | 51% | 58% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 53% | 54% | 52% | 53% |

| SUPPORT WHILE AT HOME | Long-term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home | 57% | 60% | 54% | 57% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 50% | 57% | 38% | 51% |

| CARE FROM YOUR GP PRACTICE | Long-term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q51. Patient definitely received the right amount of support from their GP practice during treatment | 41% | 46% | 31% | 42% |
| Q52. Patient has had a review of cancer care by GP practice | 18% | 20% | 13% | 18% |

# 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 | 33% | 27% | * | 30% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 75% | 86% | 83% | 79% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 60% | 59% | 61% | 60% |

| YOUR OVERALL NHS CARE | Long-term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q56. The whole care team worked well together | 88% | 93% | 89% | 90% |
| Q57. Administration of care was very good or good | 86% | 89% | 76% | 86% |
| Q58. Cancer research opportunities were discussed with patient | 36% | 41% | 36% | 38% |
| Q59. Patient's average rating of care scored from very poor to very good | 8.9 | 9.0 | 8.6 | 8.9 |

# Year on year charts

| | | |
|---|---|---|
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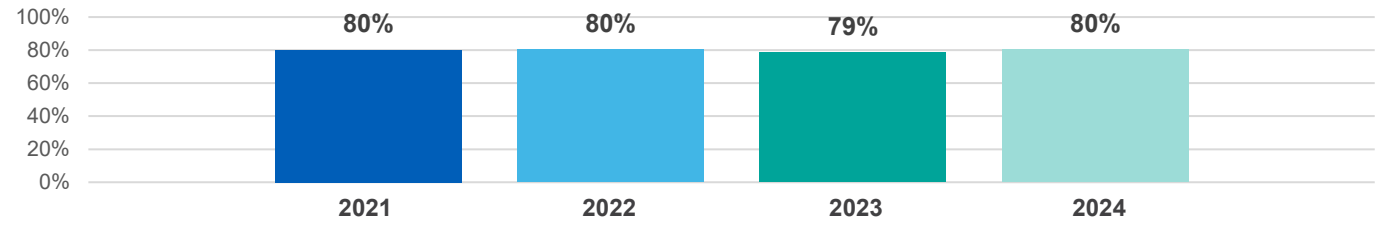
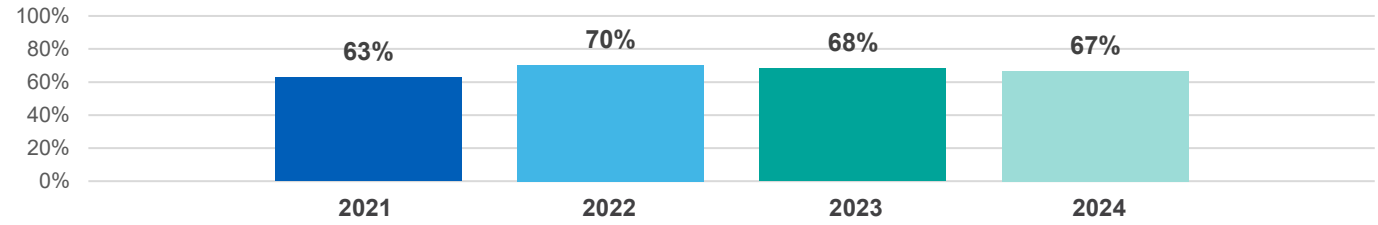
## SUPPORT FROM YOUR GP PRACTICE

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

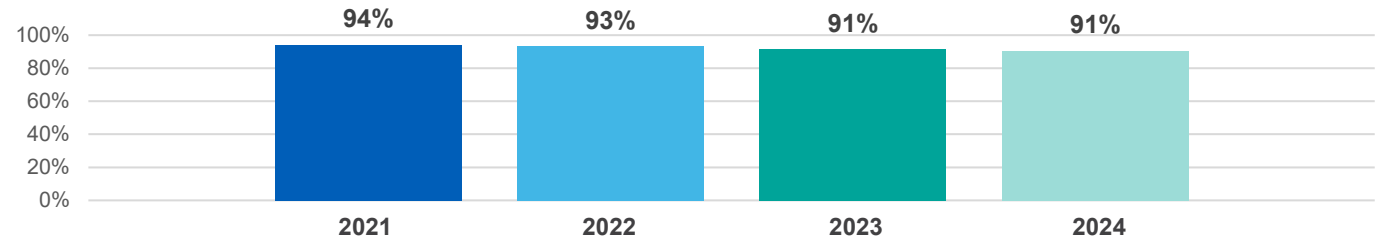



Q3. Referral for diagnosis was explained in a way the patient could completely understand

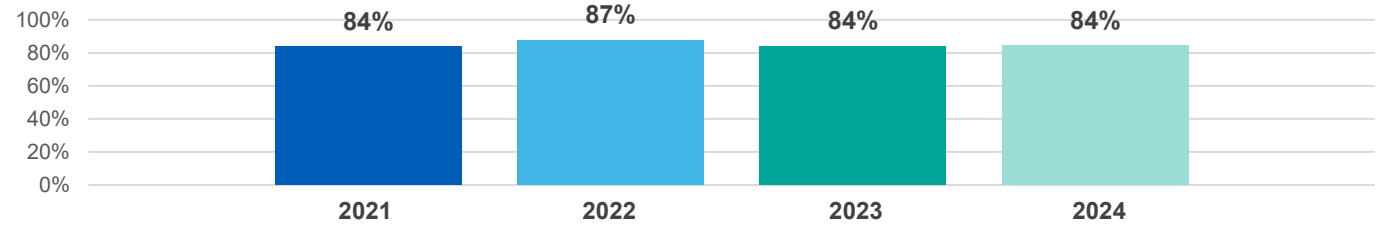



## DIAGNOSTIC TESTS

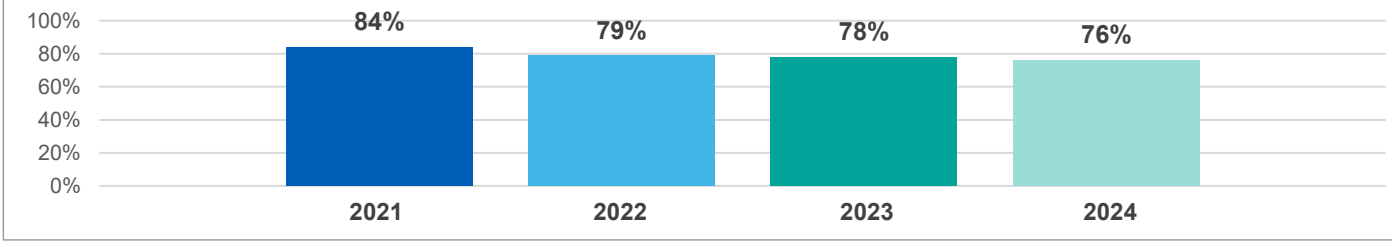
Q5. Patient received all the information needed about the diagnostic test in advance




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



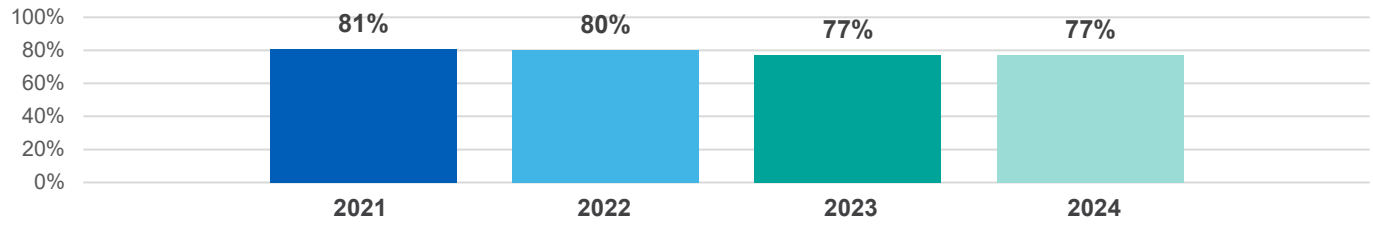

Q7. Patient felt the length of time waiting for diagnostic test results was about right



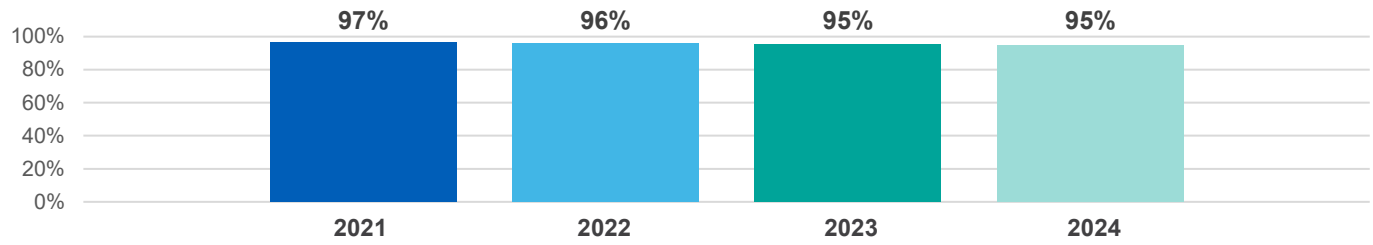
# Year on year charts

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

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

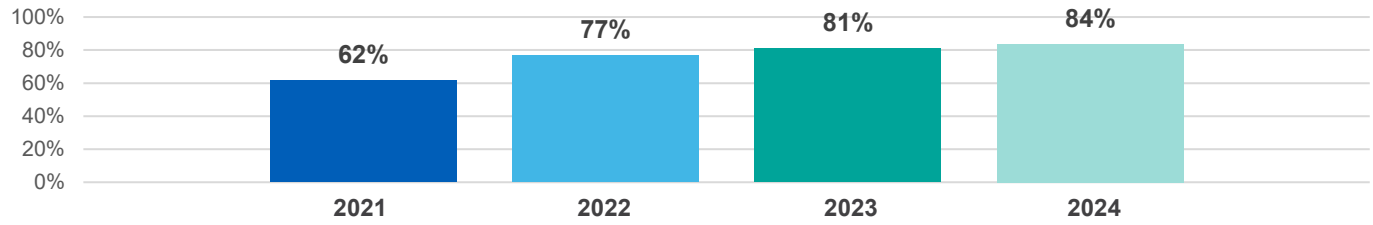



Q9. Enough privacy was always given to the patient when receiving diagnostic test results

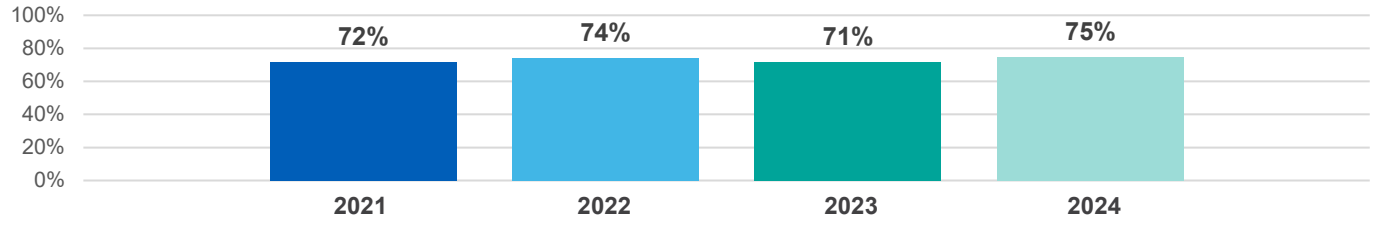



## FINDING OUT THAT YOU HAD CANCER

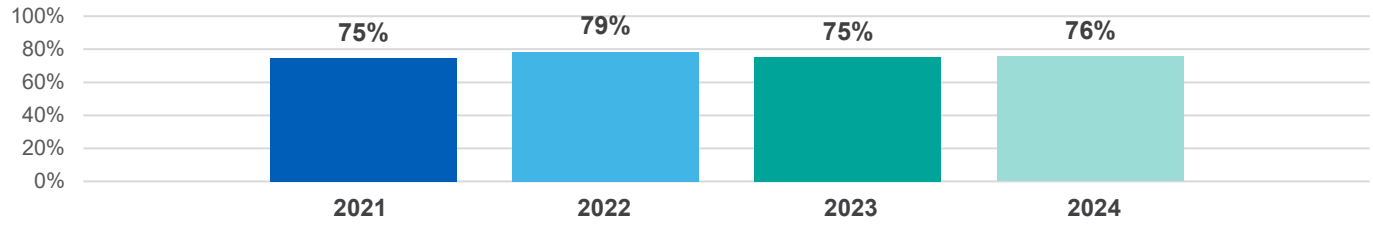
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis




Q13. Patient was definitely told sensitively that they had cancer




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



# Year on year charts

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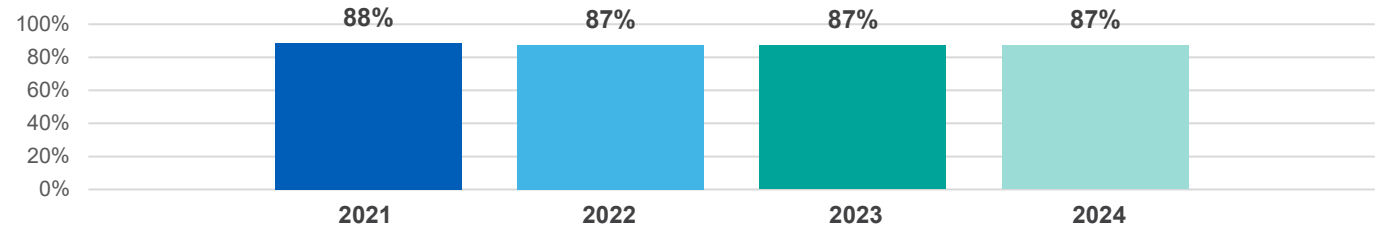
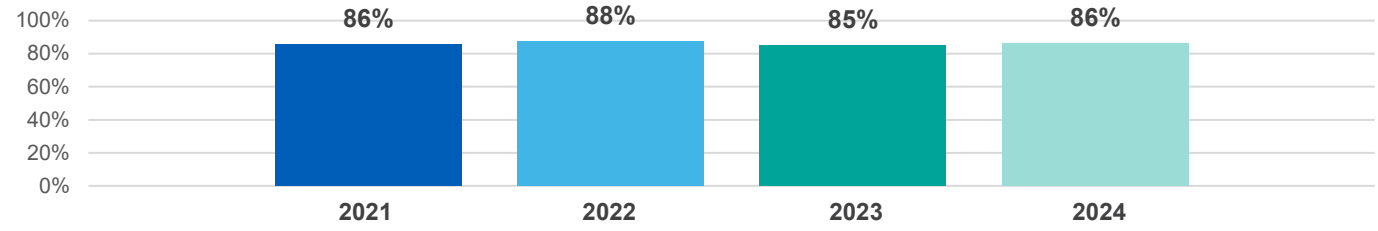
Q15. Patient was definitely told about their diagnosis in an appropriate place

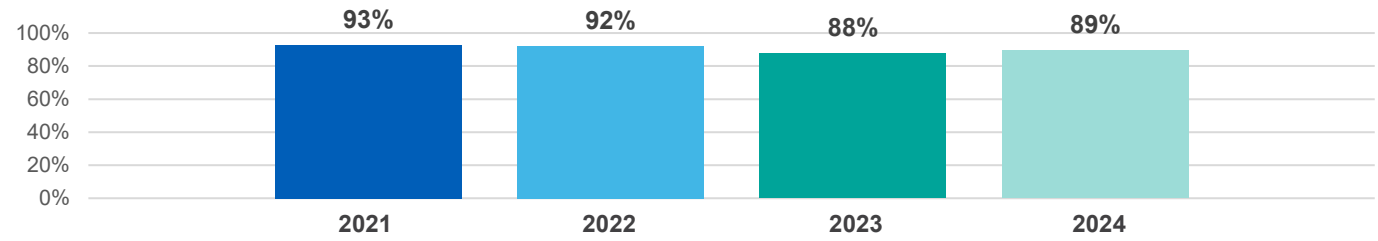



Q16. Patient was told they could go back later for more information about their diagnosis

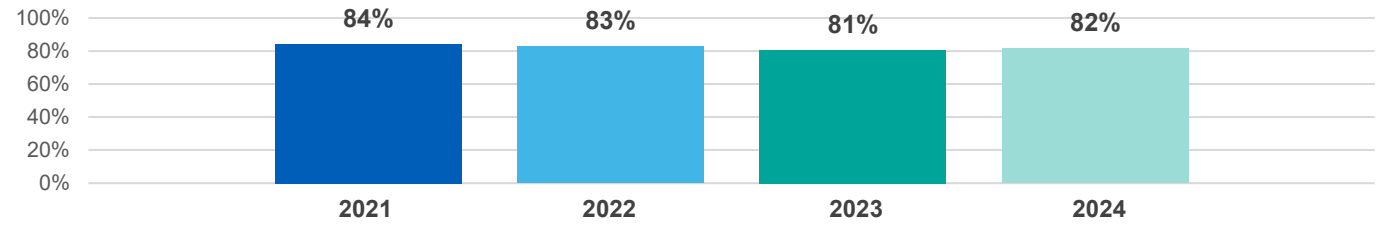



## SUPPORT FROM A MAIN CONTACT PERSON

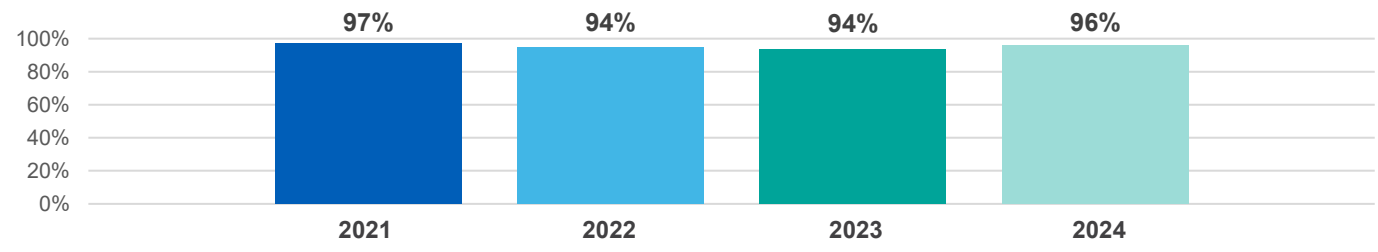
Q17. Patient had a main point of contact within the care team




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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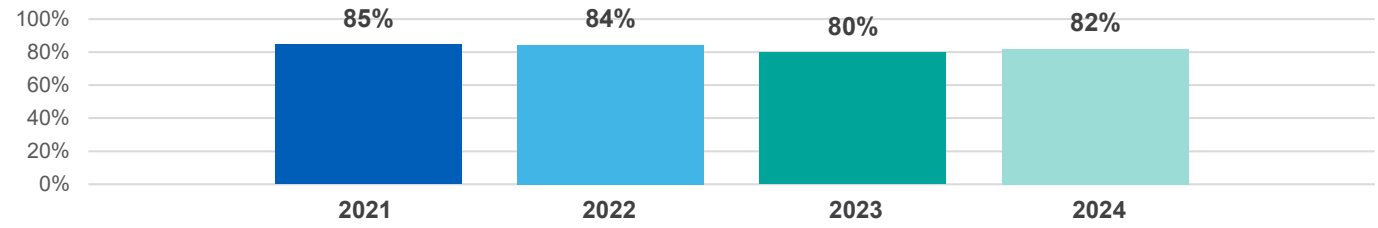
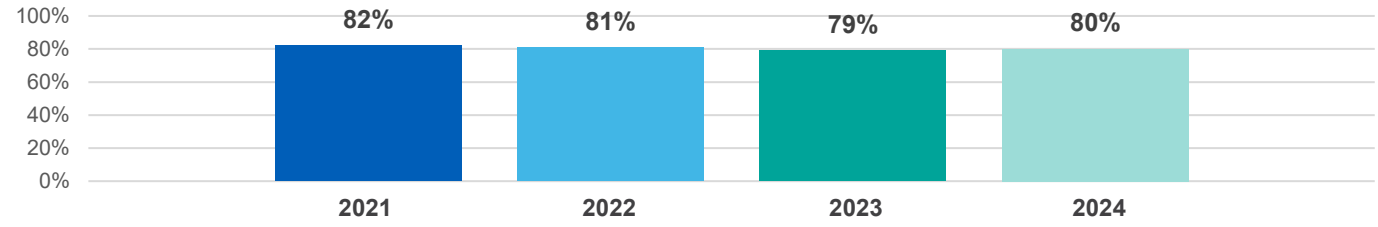
## DECIDING ON THE BEST TREATMENT

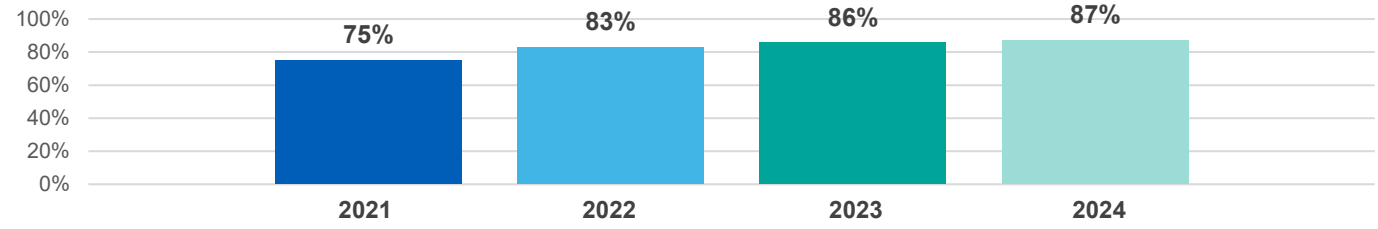
Q20. Treatment options were explained in a way the patient could completely understand



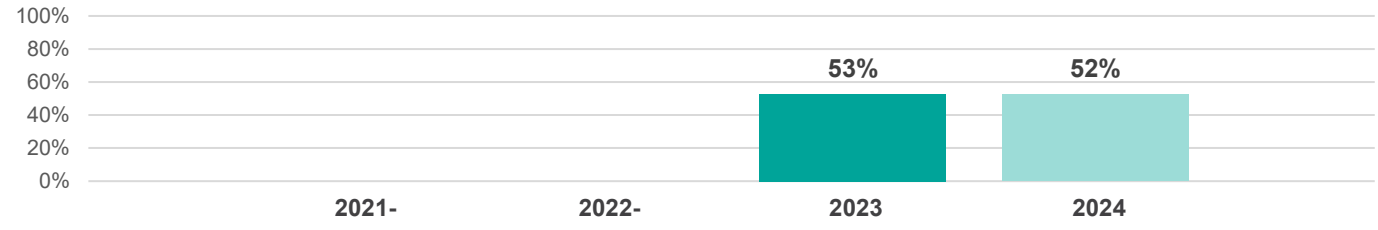

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment




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

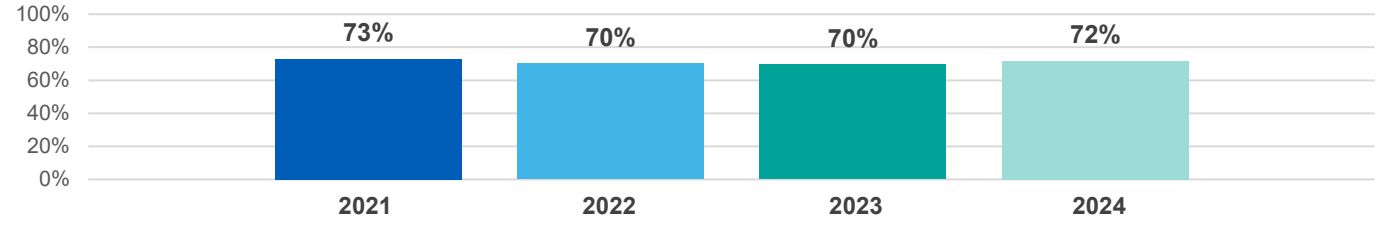



Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options




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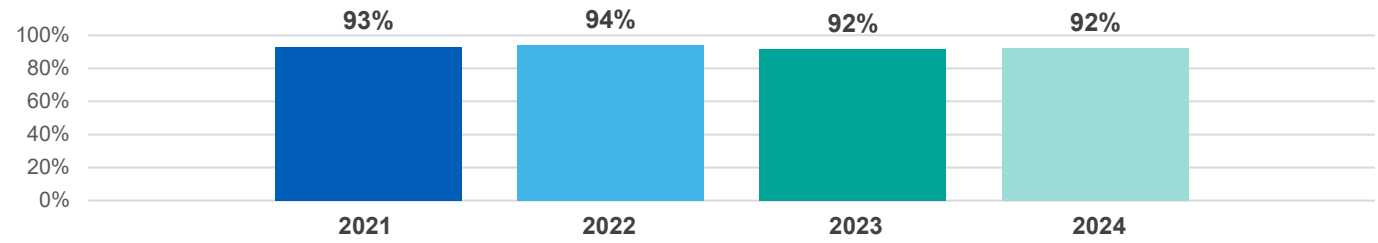
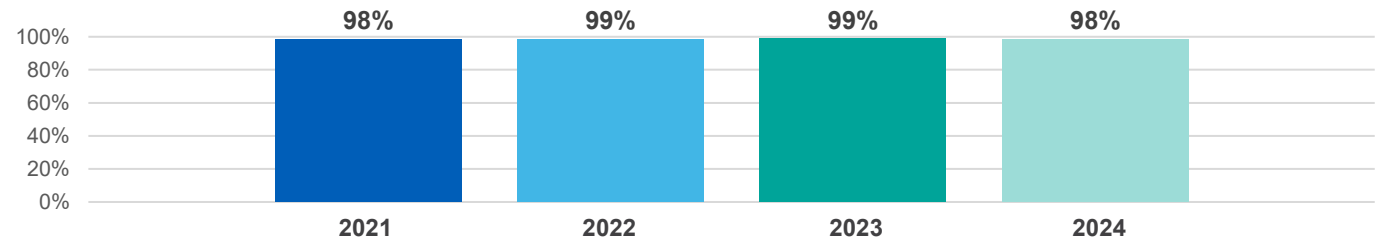
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns

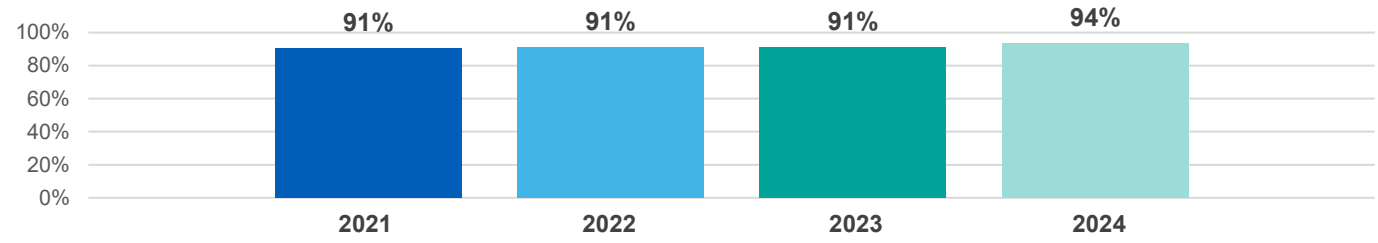



Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

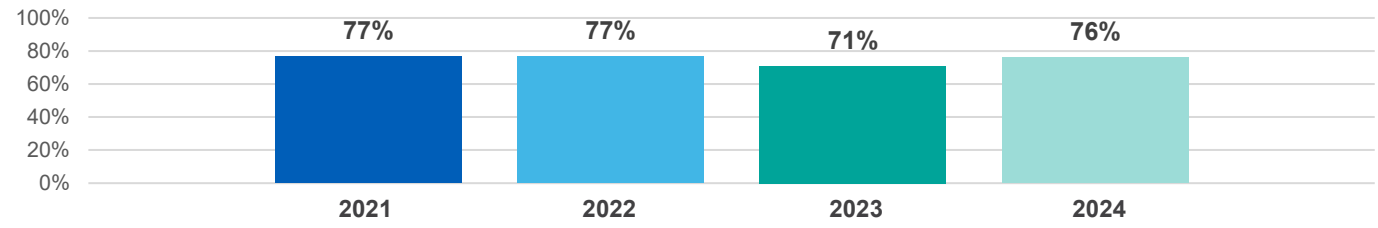



## SUPPORT FROM HOSPITAL STAFF

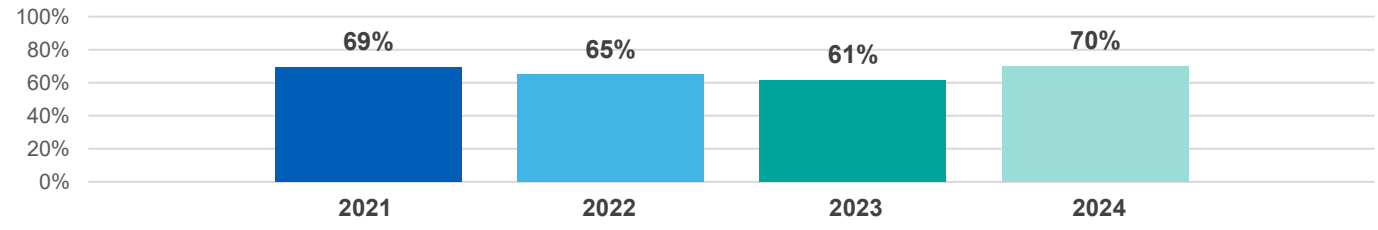
Q27. Staff provided the patient with relevant information on available support




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



# Year on year charts

| | | |
|---|---|---|
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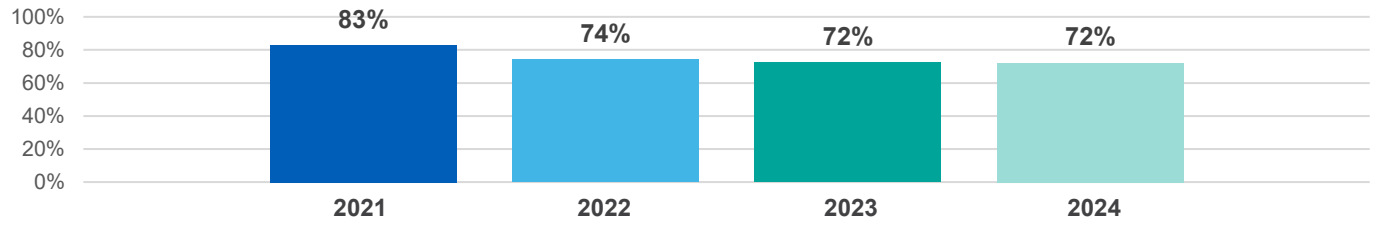
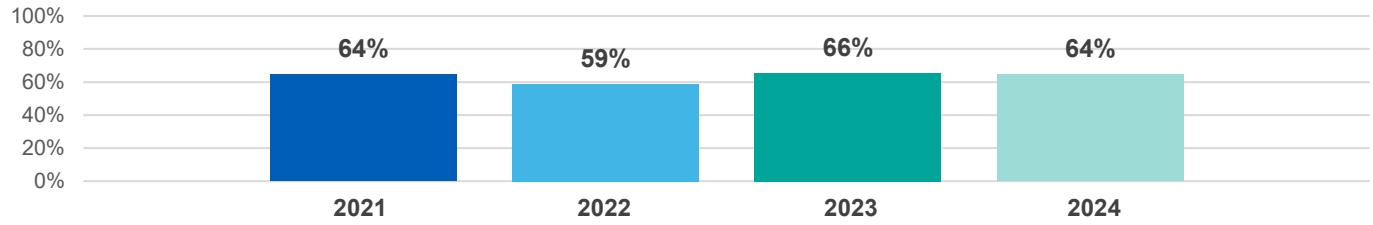
## HOSPITAL CARE

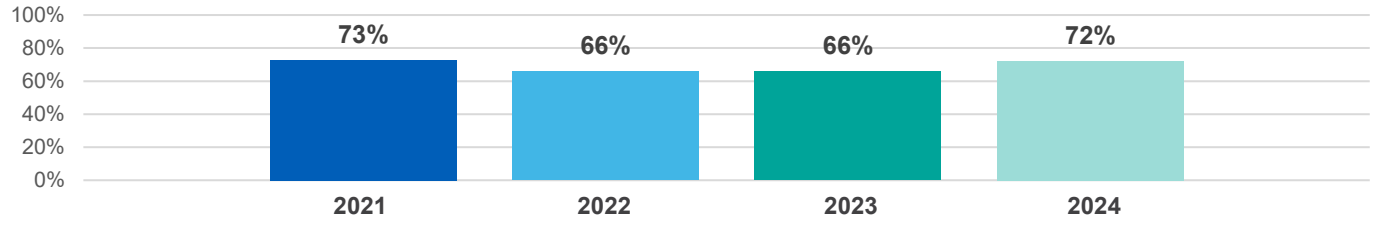
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



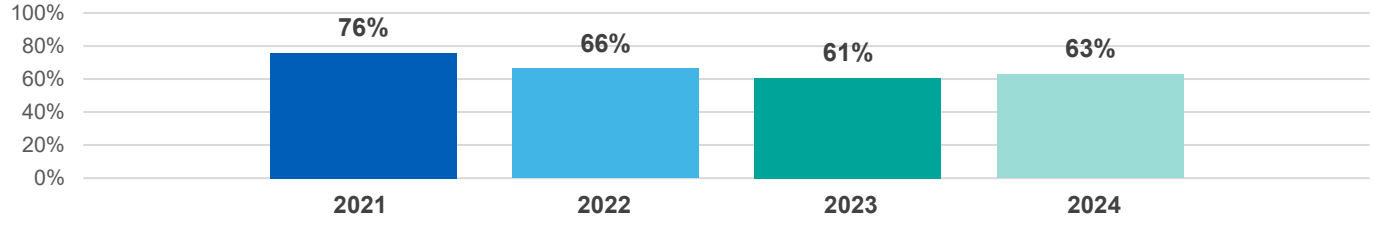

Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



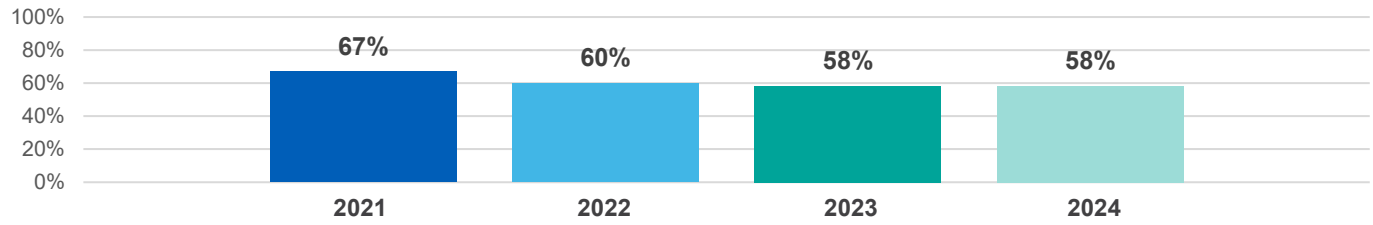

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital




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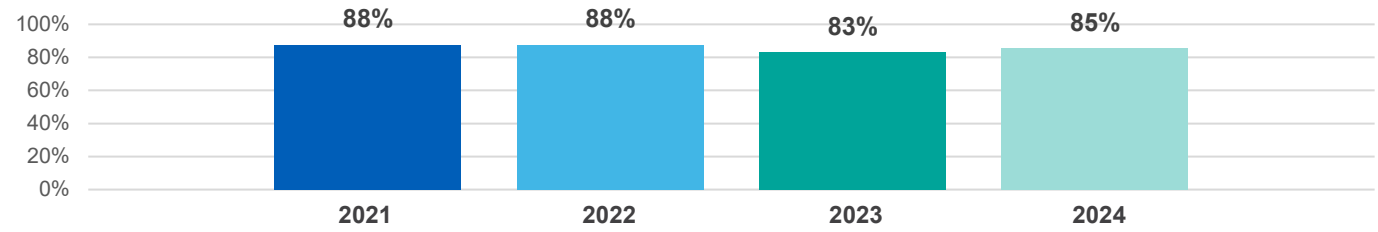
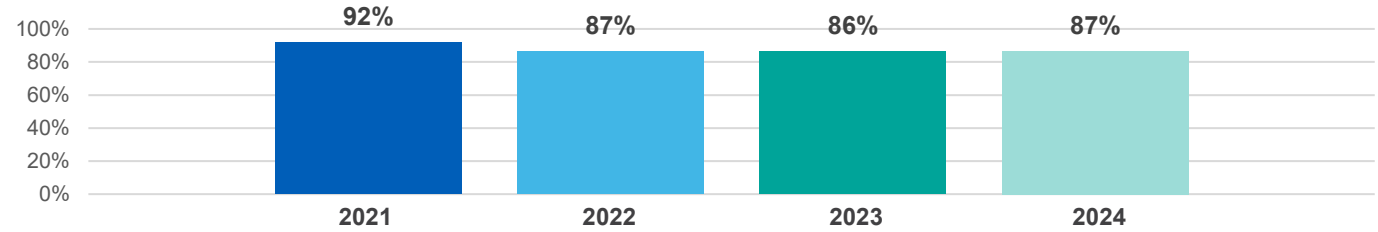
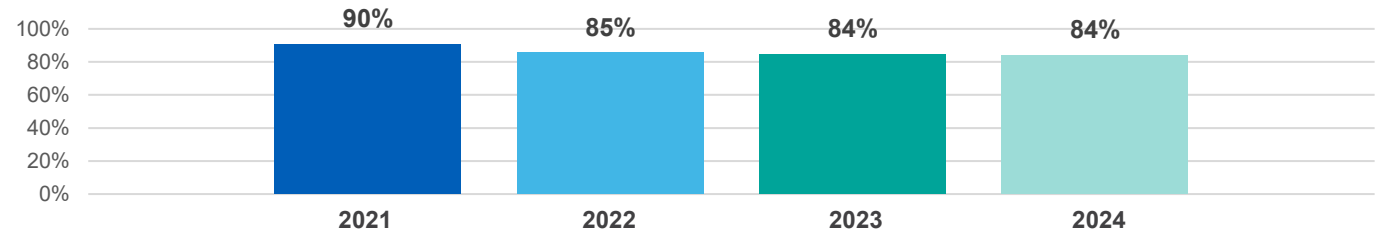
Q36. Hospital staff always did everything they could to help the patient control pain



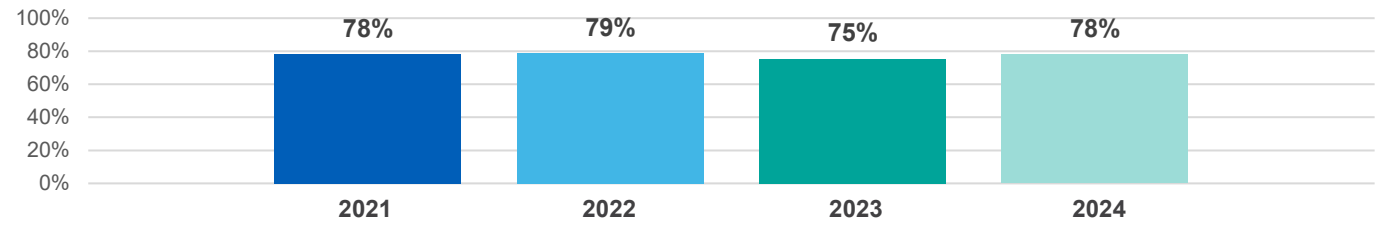

Q37. Patient was always treated with respect and dignity while in hospital




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

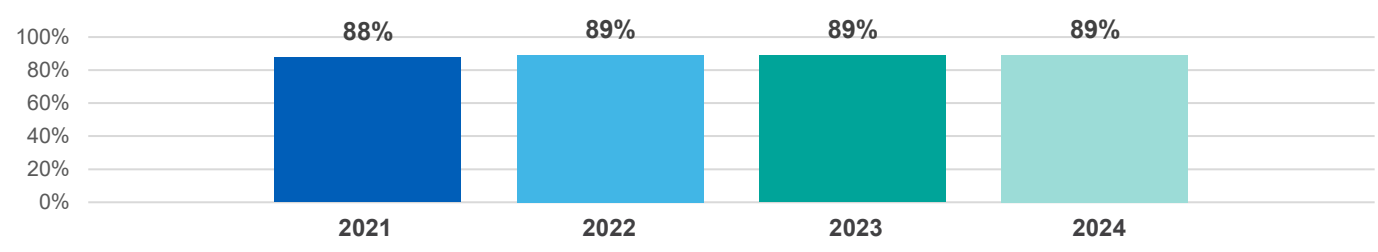



Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case




## YOUR TREATMENT

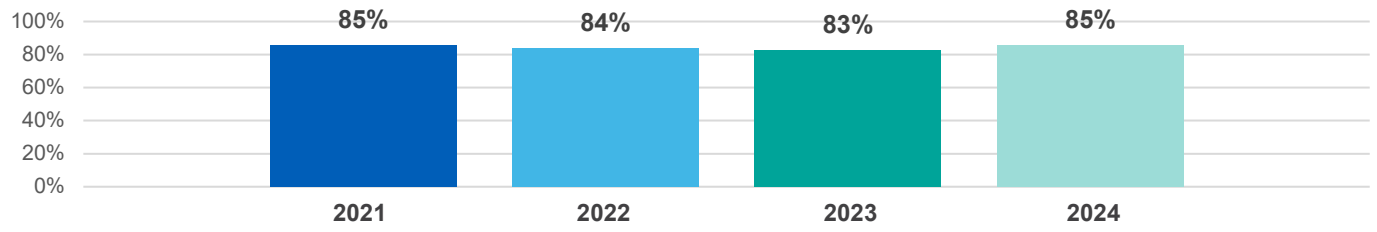
Q41_1. Beforehand patient completely had enough understandable information about surgery



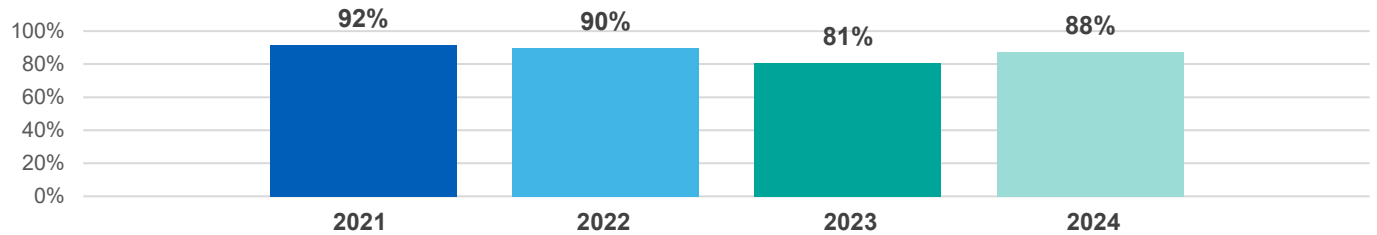
# Year on year charts

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

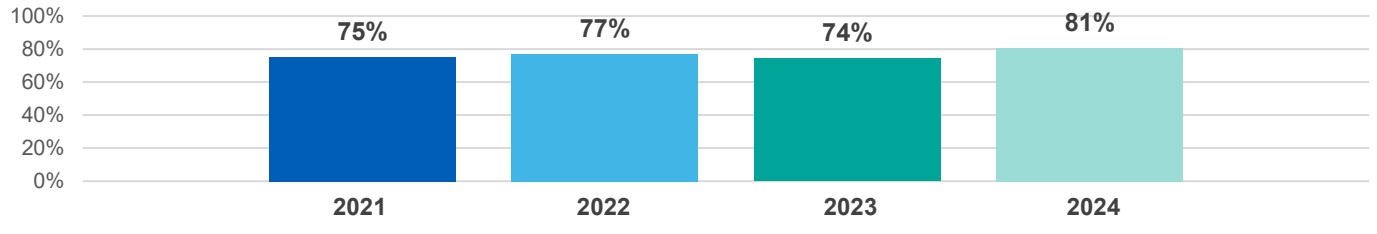
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



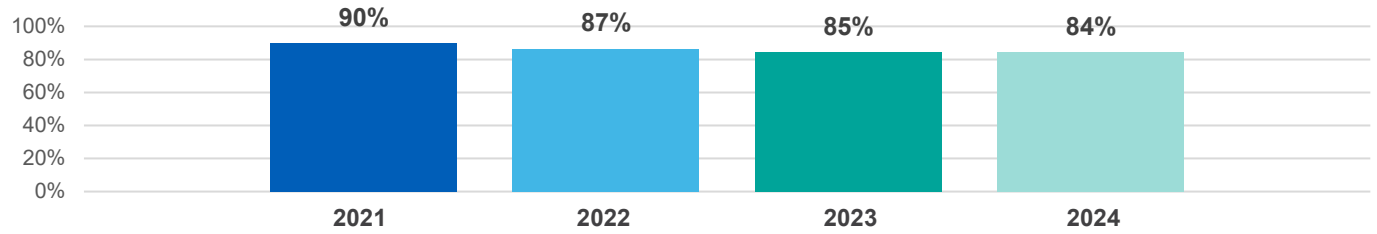

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



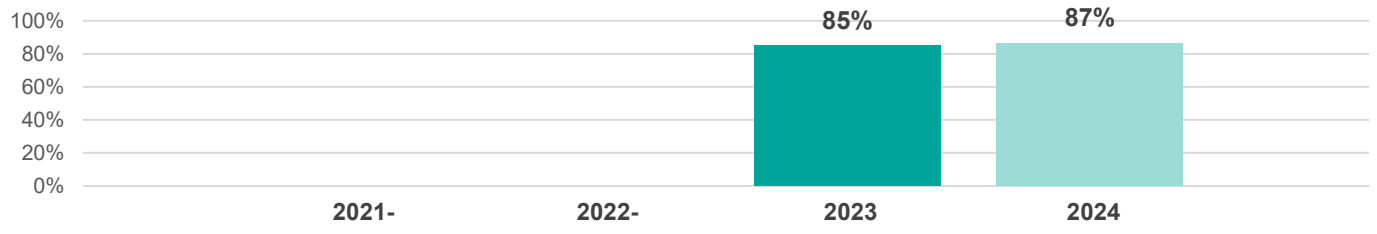

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy




Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



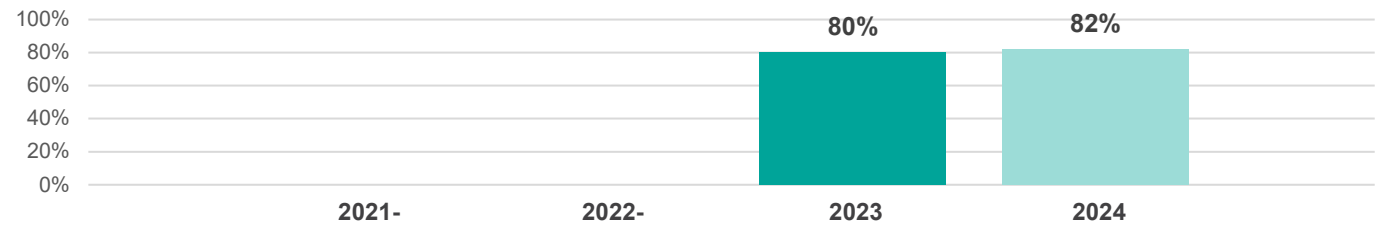

Q42_1. Patient completely had enough understandable information about their response to surgery



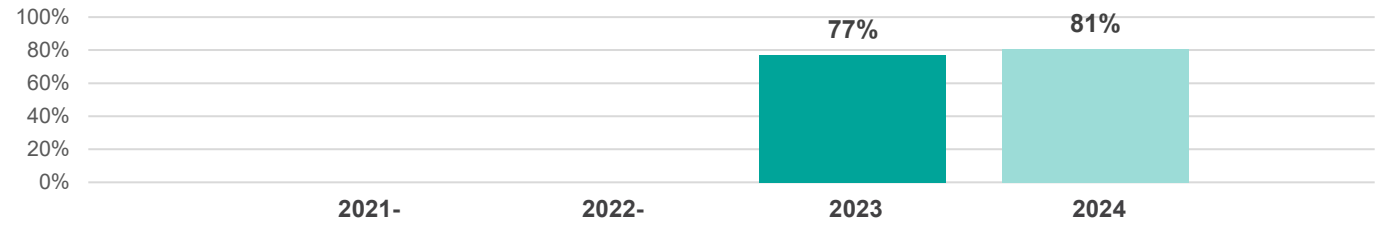
# Year on year charts

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

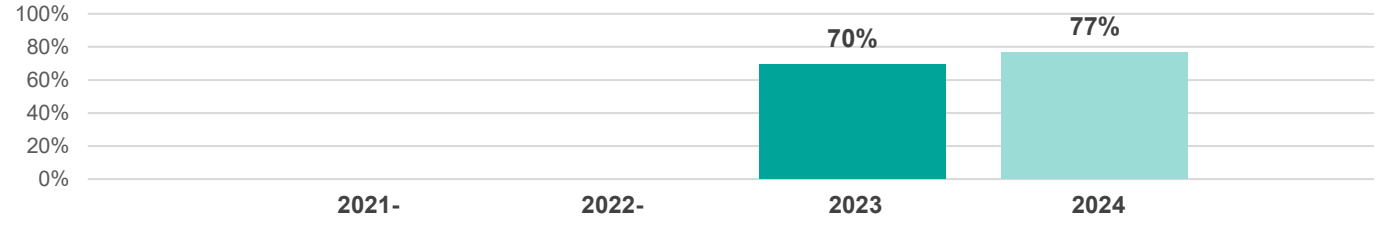
Q42_2. Patient completely had enough understandable information about their response to chemotherapy



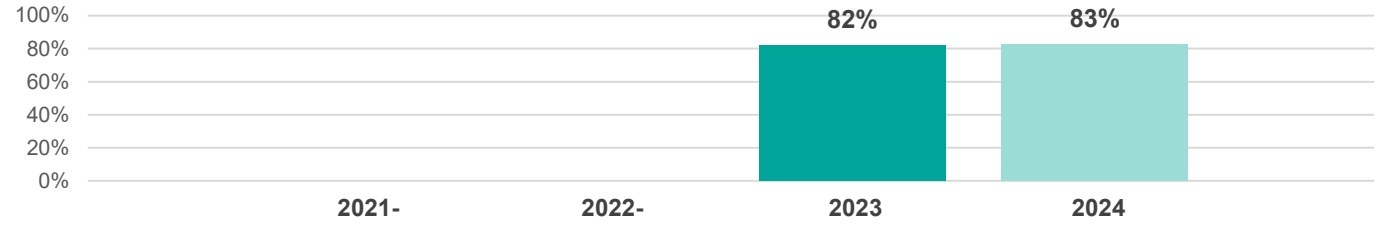

Q42_3. Patient completely had enough understandable information about their response to radiotherapy



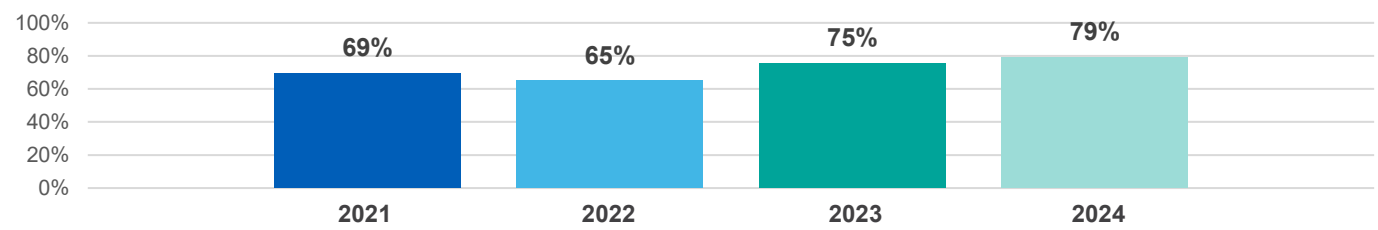

Q42_4. Patient completely had enough understandable information about their response to hormone therapy




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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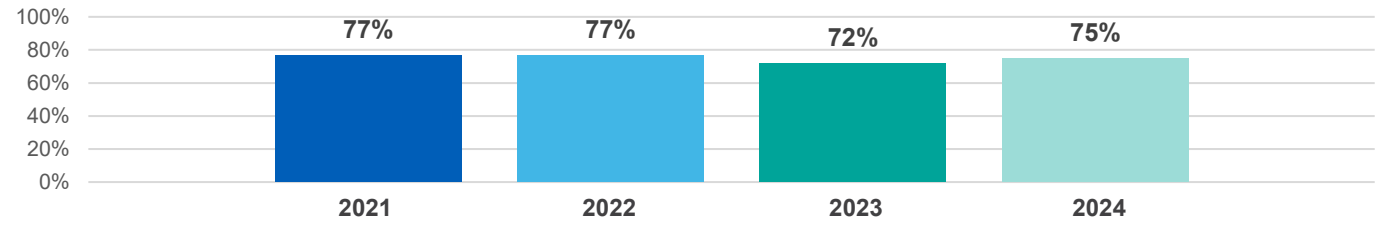
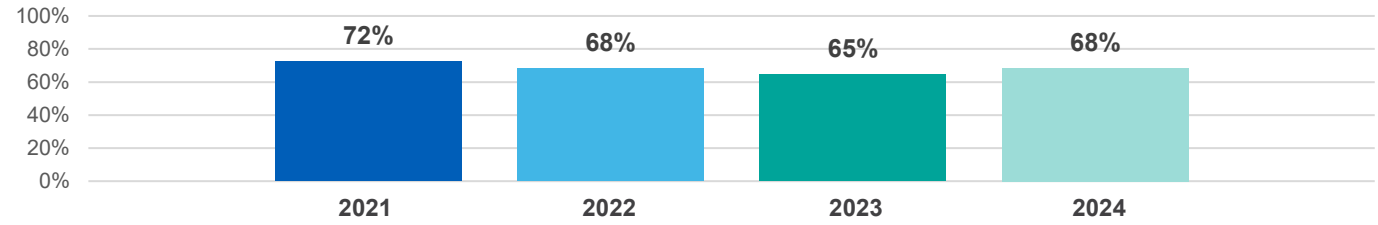
## IMMEDIATE AND LONG-TERM SIDE EFFECTS

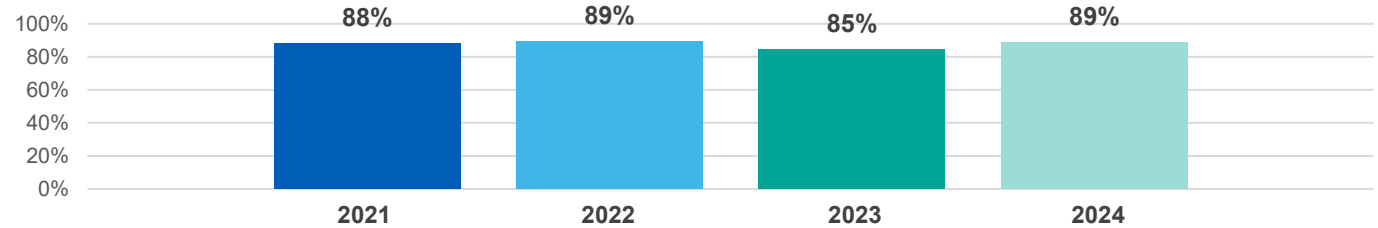
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



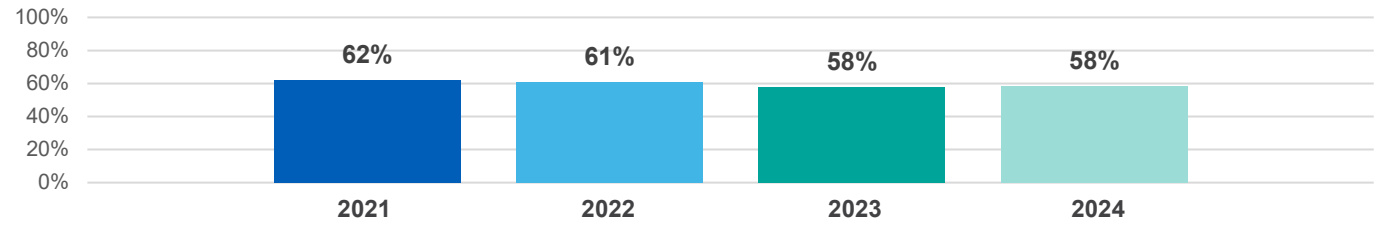

Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



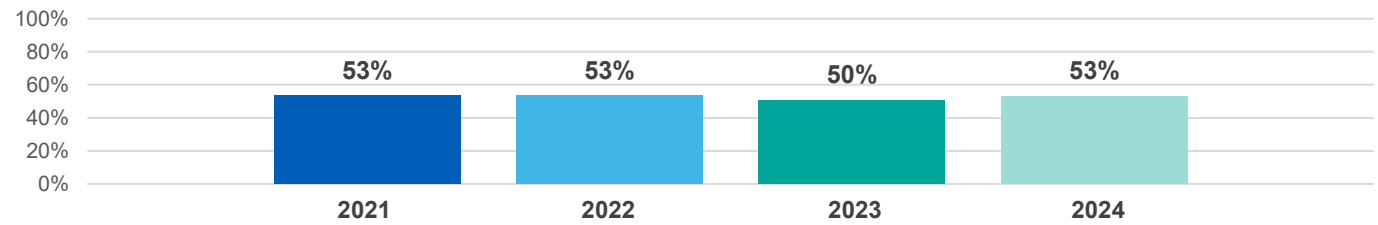

Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment




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



# Year on year charts

| | | |
|---|---|---|
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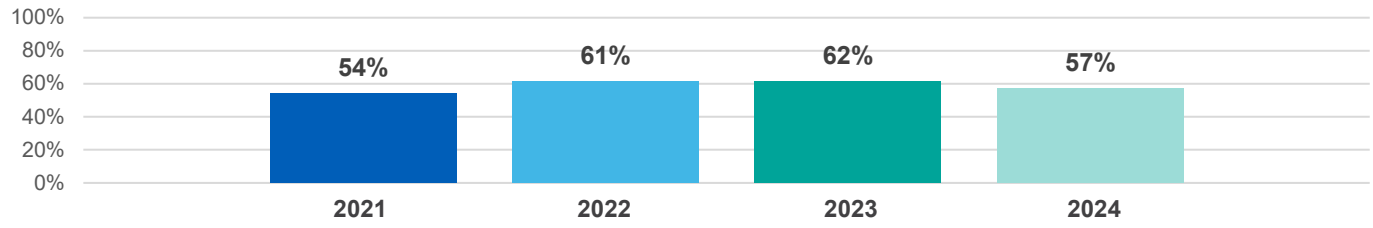
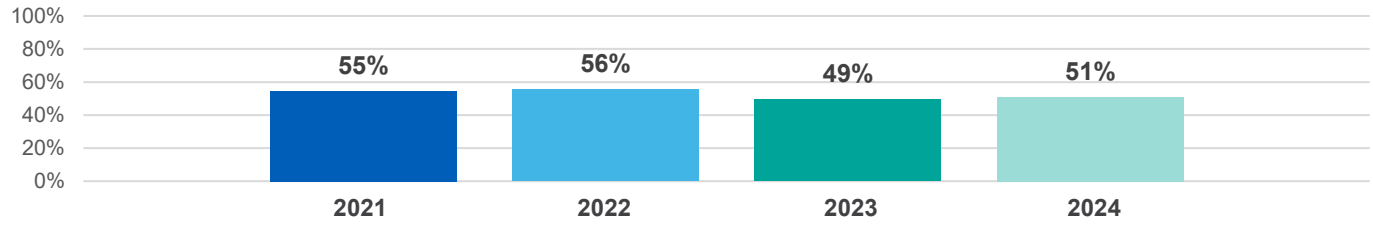
## SUPPORT WHILE AT HOME

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

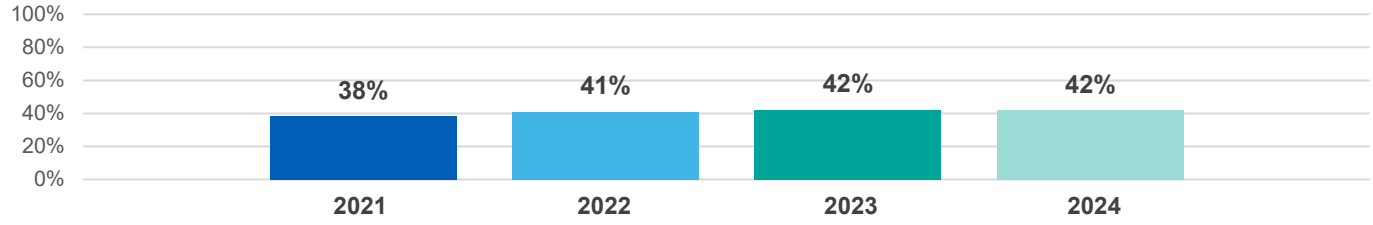



Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

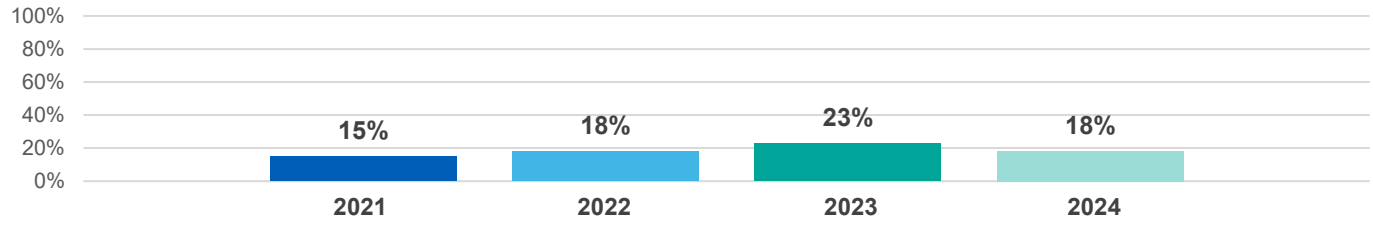



## CARE FROM YOUR GP PRACTICE

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

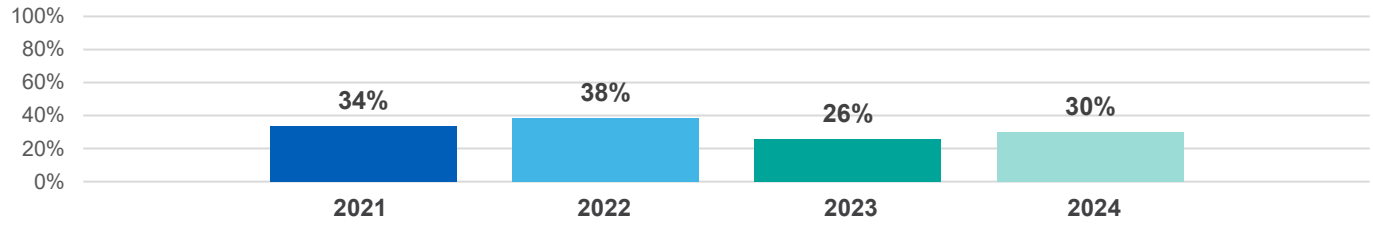



Q52. Patient has had a review of cancer care by GP practice




## LIVING WITH AND BEYOND CANCER

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



# Year on year charts

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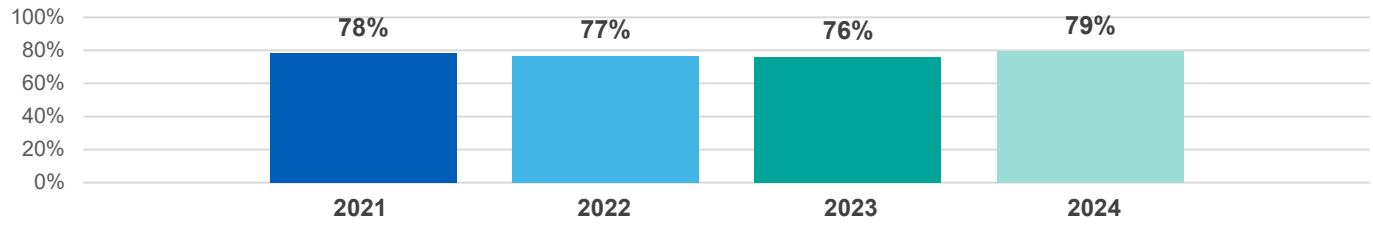
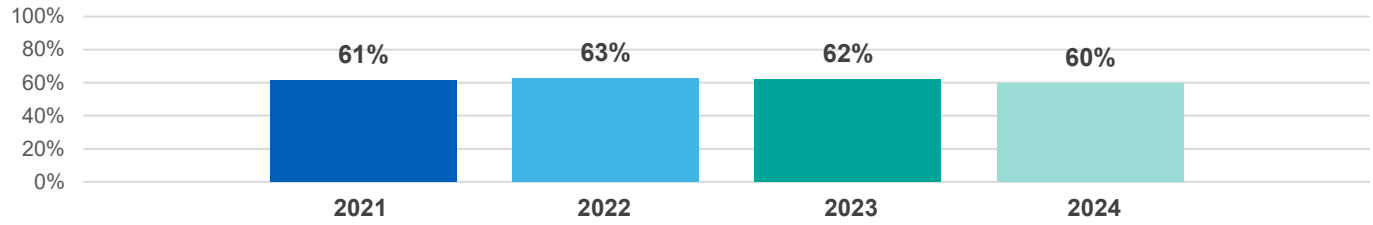
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment

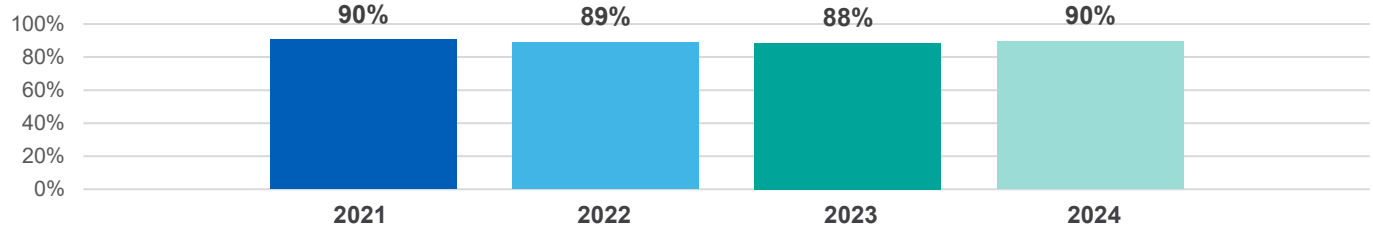



Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

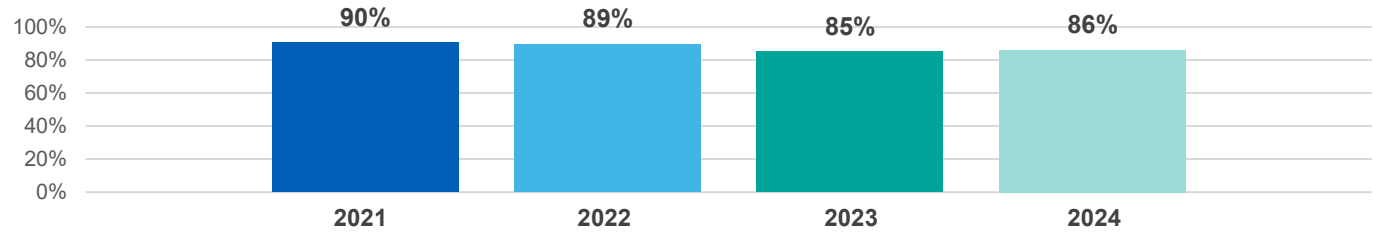



## YOUR OVERALL NHS CARE

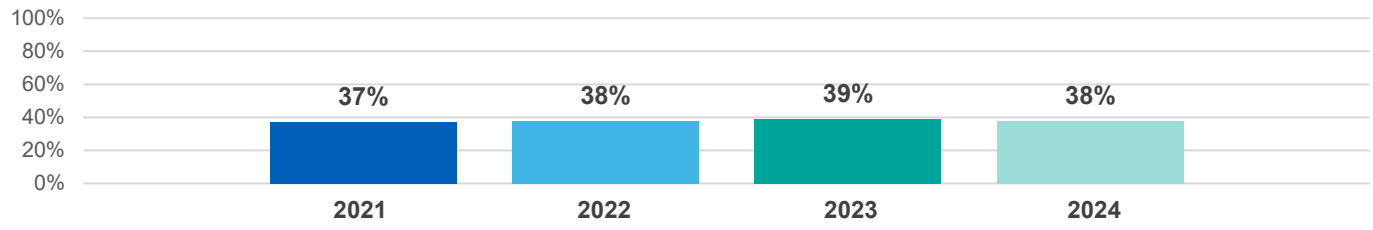
Q56. The whole care team worked well together




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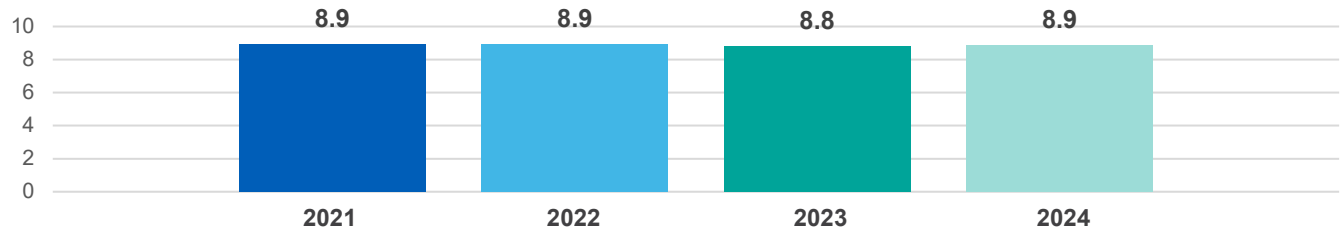
Q59. Patient's average rating of care scored from very poor to very good