

National Cancer Patient Experience Survey

2025 Results

East of England Cancer Alliance

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Executive summary

Questions above expected range

East of England Cancer Alliance has no scores above expected range.

Executive summary

Questions below expected range

	Case mix adjusted scores			England score
	2025 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	76%	76%	79%	78%
Q34. Patient was always able to get help from ward staff when needed	70%	71%	77%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	63%	68%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	83%	86%	84%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	87%	90%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	84%	86%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	81%	83%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	62%	68%	65%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	9	8.9

Introduction

The National Cancer Patient Experience Survey 2025 is the fifteenth 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 2025 survey involved 130 NHS trusts. Out of 134,285 people, 64,268 people responded to the survey, yielding a response rate of 48%.

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 2025. The fieldwork for the survey was undertaken between November 2025 and February 2026.

As in the previous 10 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 and 2025 are included in this report for most questions. The below should be noted for comparability of results:

- Q23 and Q42: In 2023 the question text was amended. These questions are not comparable to 2021 or 2022, data is only comparable for 2023, 2024 and 2025.
- Q67: In 2023 the long-term condition question was amended to include “Autism or autism spectrum condition” as a response option, and update the answer option “Neurological condition” to “Neurological condition, such as epilepsy”. These answer options are not comparable to 2021 or 2022, data is only comparable for 2023, 2024 and 2025.
- Q71: In 2023 the ethnic group question was amended to include “Roma” as a response option. The ethnic group question is still deemed comparable to previous years, but data for the “Roma” response option is only available for 2023, 2024 and 2025.
- Q51 and Q52: In 2025 the question text was amended. These questions are not comparable to previous years, data is only available for 2025.

How alliance results are derived

Alliance and ICB results are not derived by mapping trust results. Alliance and ICB results are derived using the postcode of each patient. Alliance and ICB results therefore reflect the experience of people referred from within the geographical footprint. This mapping is achieved using lookup files released by the Office for National Statistics. Alliance and ICB results are therefore presented at the 'England' level and exclude other UK postcodes. Please note that due to updates in Cancer Alliance boundaries, historical data has been recalculated for certain alliances.

Case mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case mix adjusted scores allow us to account for the impact that differing patient populations might have on results. By using the case mix adjusted estimates we can obtain a greater understanding of how an alliance 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 alliance. Case mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results taking account of the patient mix.

Scoring methodology

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

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

The full scoring for all questions at an alliance level is available in the Cancer Alliance Excel tables available at www.ncpes.co.uk.

Statistical significance

In the reporting of 2025 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 alliance.

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

The same rule applies to groups in each subgroup breakdown. For example, if only one alliance has the 85+ age group suppressed for Q25 we will need to suppress another alliance'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 alliance scored for each question in the survey compared with England results. It is aimed at helping individual alliances 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 alliance.

Alliances 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 alliance performs better than how alliances 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 alliance's size and demographics.

Comparability tables

The comparability tables show the 2024 and 2025 unadjusted scores for this alliance for each scored question. The columns 'Change 2024-2025' and 'Change overall' include arrows to show if there is statistically significant variation between years. 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 2025 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, age, 'Which of the following best describes you?', ethnicity, IMD quintile, long-term condition status, number of long-term conditions and impact of long-term condition(s) on day-to-day activities. Unadjusted scores for the same subgroup across different alliances may not be comparable, as they do not account for the impact that differing patient populations might have on results.

Tumour group tables

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

Age group tables

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

‘Which of the following best describes you?’

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

Ethnicity tables

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

Long-term condition status tables

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

Number of long-term conditions tables

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

Impact of long-term condition(s) (excluding cancer) on day-to-day activities tables

The impact of long-term condition(s) tables show unadjusted scores for respondents with an additional long-term condition(s) and whether these affect their day-to-day activities.

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 five columns representing the unadjusted scores of the last five years (2021, 2022, 2023, 2024 and 2025) for each scored question. Arrows are included to show if there is statistically significant variation between 2024 and 2025 or overall between 2021 and 2025. An upwards arrow indicates a statistically significant increase, a downwards arrow indicates a statistically significant decrease, and no arrow indicates no statistically significant change.

Trust expected range summary

The number of scored questions that fell below, within and above the expected range for each trust within the alliance.

ICB expected range summary

The number of scored questions that fell below, within and above the expected range for each ICB within the alliance.

National level and England level data

In some cases (333 respondents in 2025), patients from outside England (from Wales, Scotland, Northern Ireland, the Channel Islands or the Isle of Man) are referred to English NHS trusts for treatment. These patients are described as ‘Non-England’ in the data.

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

Further information

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

To view all outputs and supporting materials for 2025 and previous years, please visit the website www.ncpes.co.uk. This includes:

- All Excel data tables, PDF reports and the interactive dashboard available at national, Integrated Care Board, Cancer Alliance and NHS trust level.
- Analysis of free text data available in the national qualitative thematic report. Free text workbooks are also shared directly with the NHS trust and Cancer Alliance leads.
- The Technical Document, providing more information about the methodology including significance testing, suppression and question comparability.
- Additional resources, including reports which explore key driver analysis for a high rating of care, and a video demonstration on using the outputs.
- The questionnaire, survey guidance and survey materials.

These resources will help users to explore trends over time, analyse results by demographic and clinical subgroups, and benchmark organisations against national scores and other providers.

Response rate

Overall response rate

7,259 patients responded out of a total of 14,466 patients, resulting in a response rate of 50%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	15,495	14,466	7,259	50%
National	143,951	134,285	64,268	48%

Respondents by survey mode

	Number of respondents
Paper	5,573
Online	1,685
Phone	1
Translation service	0
Total	7,259

Respondents by tumour group

	Number of respondents
Brain / CNS	17
Breast	1,581
Colorectal / LGT	753
Gynaecological	363
Haematological	1,079
Head and neck	171
Lung	434
Prostate	856
Sarcoma	46
Skin	265
Upper gastro	355
Urological	483
Other	856
Total	7,259

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	6,236
Irish	59
Gypsy or Irish Traveller	*
Roma	*
Any other White background	225
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	18
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	20
Asian or Asian British	
Indian	72
Pakistani	23
Bangladeshi	5
Chinese	45
Any other Asian background	38
Black / African / Caribbean / Black British	
African	63
Caribbean	49
Any other Black / African / Caribbean background	5
Other Ethnic Group	
Arab	5
Any other ethnic group	11
Not given	
Not given	381
Total	7,259

Expected range charts

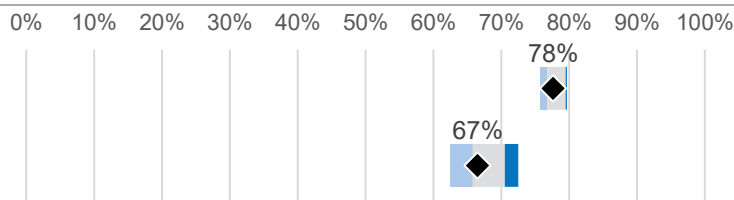
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

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

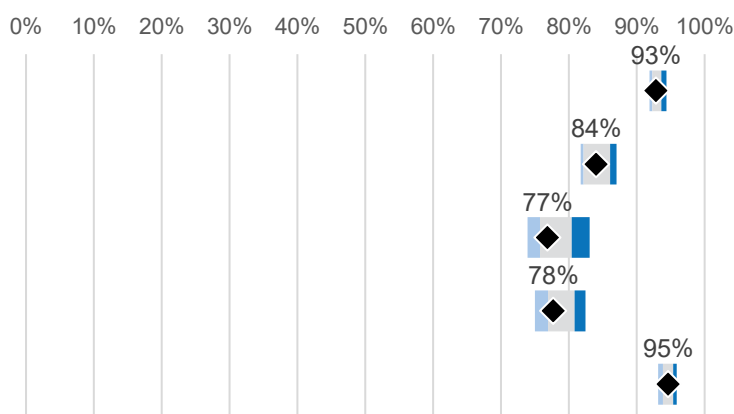
Q5. Patient received all the information needed about the diagnostic test in advance

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

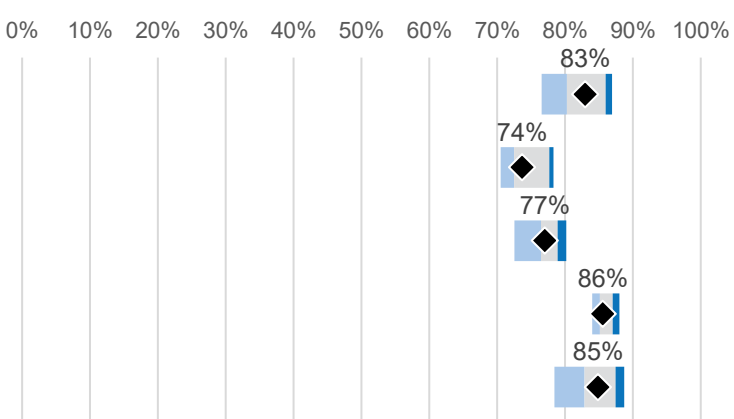
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

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

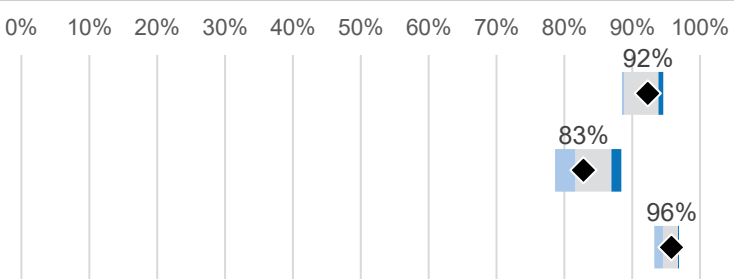


SUPPORT FROM A MAIN CONTACT PERSON

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

DECIDING ON THE BEST TREATMENT

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

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

83%

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

80%

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

85%

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

55%

CARE PLANNING

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

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

72%

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

94%

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

99%

SUPPORT FROM HOSPITAL STAFF

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

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

93%

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

75%

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

72%

HOSPITAL CARE

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

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

76%

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

71%

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

70%

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

70%

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

63%

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

82%

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

86%

Expected range charts

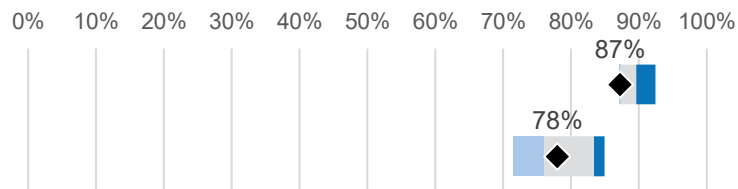
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

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

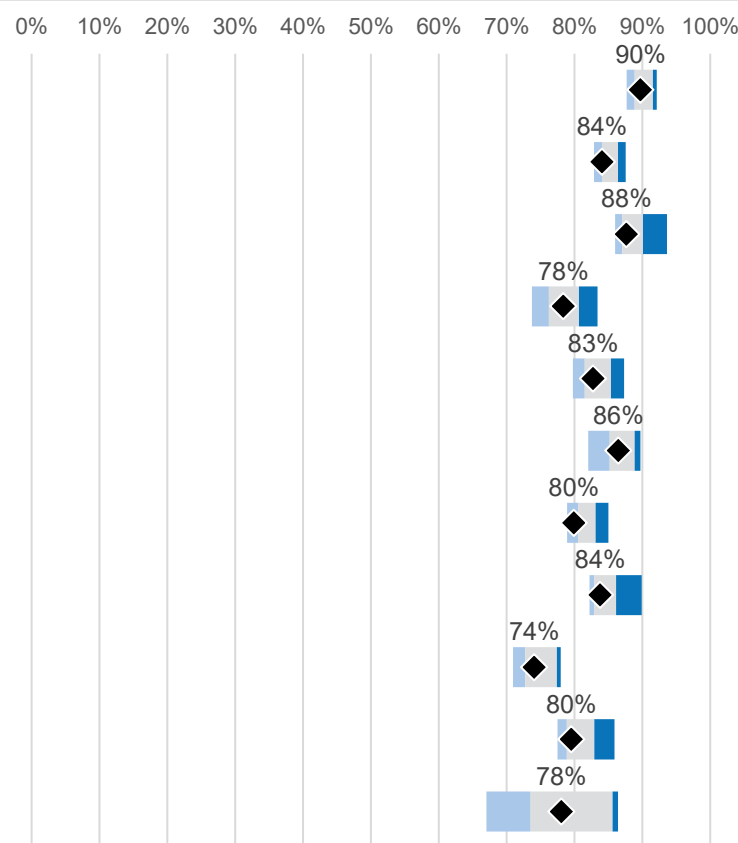
Q42_2. Patient completely had enough understandable information about their response to chemotherapy

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

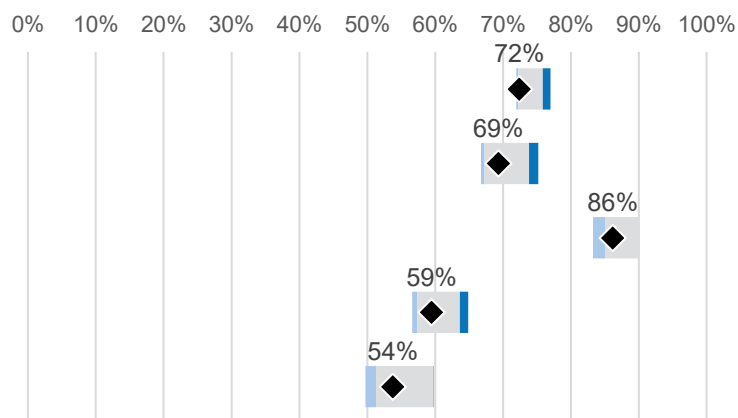
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

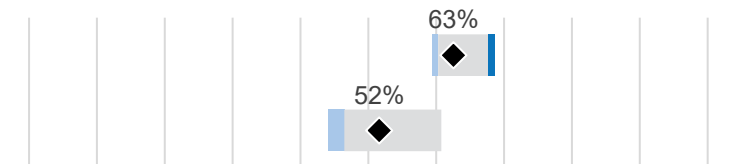
The left outer edge of the bars is the lowest score achieved of all alliances. The right outer edge of the bars is the highest score achieved of all alliances.

SUPPORT WHILE AT HOME

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

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

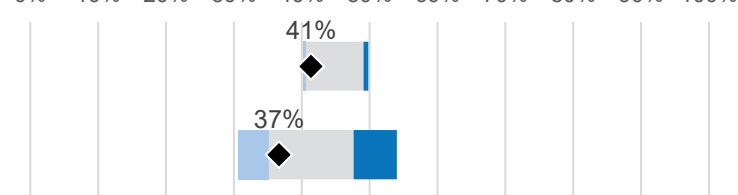


CARE FROM YOUR GP PRACTICE

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

Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis

Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)



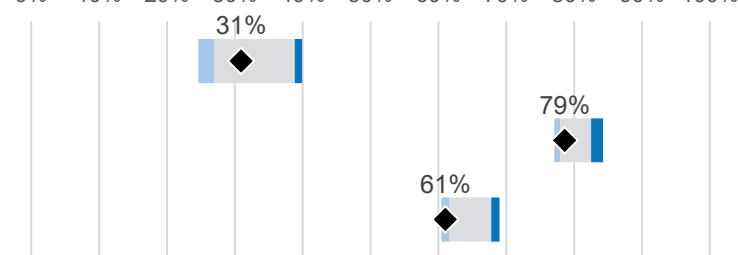
LIVING WITH AND BEYOND CANCER

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

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

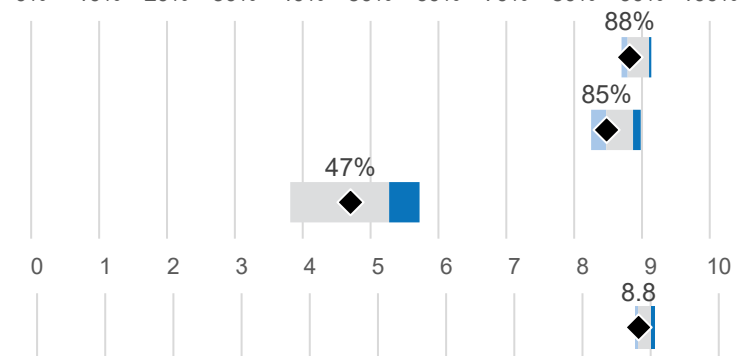
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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 2024-2025: Statistically significant increase or decrease between 2024 and 2025.
△ or ▽ Change overall: Statistically significant increase or decrease from 2021 to 2025.

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

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	3655	78%	3535	78%			78%	77%	79%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	5010	66%	4753	67%		△	67%	66%	71%	68%

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	6051	93%	5761	93%			93%	92%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	6391	84%	6040	84%			84%	82%	86%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	6424	77%	6070	76%		▽	77%	76%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	6439	79%	6074	78%			78%	77%	81%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	6450	95%	6075	95%			95%	94%	95%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 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	7034	83%	6688	83%		△	83%	80%	86%	83%
Q13. Patient was definitely told sensitively that they had cancer	7514	74%	7158	73%		△	74%	72%	78%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	7554	77%	7195	77%			77%	76%	79%	78%
Q15. Patient was definitely told about their diagnosis in an appropriate place	7534	85%	7181	85%			86%	85%	87%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	6659	85%	6314	85%		△	85%	83%	87%	85%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	7292	93%	6913	92%			92%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	6249	85%	5859	83%	▼		83%	82%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	6463	96%	6116	96%			96%	95%	97%	96%

Comparability tables

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

▲ or ▼ Change 2024-2025: Statistically significant increase or decrease between 2024 and 2025.
△ or ▽ Change overall: Statistically significant increase or decrease from 2021 to 2025.

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	7107	82%	6699	83%			83%	81%	85%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	7465	80%	7101	80%		△	80%	79%	82%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	6555	85%	6321	85%		△	85%	84%	87%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	4001	57%	3740	55%			55%	55%	61%	58%

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	6794	72%	6420	71%		△	72%	70%	76%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	4015	94%	3793	94%			94%	93%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	3232	99%	2972	99%			99%	98%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	6505	93%	6177	92%		△	93%	91%	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	7490	77%	7119	75%	▼		75%	73%	80%	77%
Q29. Patient was offered information about how to get financial help or benefits	3954	73%	3657	72%		△	72%	68%	74%	71%

Comparability tables

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

- No score available.

▲ or ▼ Change 2024-2025: Statistically significant increase or decrease between 2024 and 2025.

△ or ▽ Change overall: Statistically significant increase or decrease from 2021 to 2025.

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 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	3213	78%	2908	76%		▽	76%	76%	79%	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	2645	70%	2437	70%		△	71%	69%	75%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	3160	71%	2871	70%			70%	69%	74%	72%
Q34. Patient was always able to get help from ward staff when needed	3132	70%	2867	70%		▽	70%	71%	77%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	3039	64%	2767	63%			63%	63%	68%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	2787	83%	2516	82%			82%	83%	86%	84%
Q37. Patient was always treated with respect and dignity while in hospital	3197	87%	2904	86%		▽	86%	86%	89%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	3134	87%	2837	87%			87%	87%	90%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	6593	80%	6199	78%	▼		78%	76%	83%	80%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	4012	90%	3703	90%			90%	89%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	3658	86%	3532	84%			84%	84%	86%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	2132	87%	1994	87%			88%	87%	90%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	1320	79%	1333	78%			78%	76%	81%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	1435	82%	1451	83%			83%	82%	85%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	3947	87%	3659	86%			86%	85%	89%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	3641	83%	3527	80%	▼		80%	81%	83%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	2113	83%	1989	83%			84%	83%	86%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	1301	77%	1309	73%			74%	73%	77%	75%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	1423	81%	1435	79%			80%	79%	83%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	7375	79%	7022	78%			78%	74%	86%	80%

Comparability tables

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- No score available.	△ or ▽ Change overall: Statistically significant increase or decrease from 2021 to 2025.		Adjusted score between upper and lower expected ranges
			Adjusted score above upper expected range

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	7204	74%	6870	72%			72%	72%	76%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	6868	71%	6539	69%			69%	67%	74%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	5576	88%	5312	86%	▼		86%	85%	90%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	6762	59%	6413	59%			59%	57%	64%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	5858	55%	5586	53%		△	54%	51%	60%	56%

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 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	5198	63%	4904	62%		△	63%	60%	68%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	2790	55%	2680	52%		△	52%	46%	61%	54%

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	-	-	4426	41%			41%	41%	49%	45%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	-	-	3790	36%			37%	35%	48%	41%

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2024 N	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 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	1488	32%	1485	31%			31%	27%	39%	33%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	3289	80%	3133	79%			79%	78%	83%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	5806	62%	5543	61%			61%	62%	68%	65%

Comparability tables

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- No score available.	△ or ▽ Change overall: Statistically significant increase or decrease from 2021 to 2025.		Adjusted score between upper and lower expected ranges
			Adjusted score above upper expected range

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q56. The whole care team worked well together	7190	90%	6779	88%	▼	▽	88%	88%	91%	89%
Q57. Administration of care was very good or good	7457	87%	7071	85%	▼	▽	85%	85%	89%	87%
Q58. Cancer research opportunities were discussed with patient	4658	46%	4327	46%		△	47%	38%	53%	45%
Q59. Patient's average rating of care scored from very poor to very good	7310	8.9	6905	8.8	▼		8.8	8.8	9	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	*	92%	73%	77%	63%	79%	70%	79%	69%	90%	72%	79%	74%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	81%	68%	64%	51%	62%	56%	73%	63%	72%	54%	63%	68%	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	*	93%	94%	91%	92%	91%	93%	94%	90%	93%	93%	92%	93%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	91%	87%	86%	75%	82%	81%	84%	89%	77%	85%	79%	83%	80%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	90%	78%	79%	71%	83%	76%	77%	76%	65%	72%	74%	73%	71%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	82%	80%	80%	73%	74%	75%	75%	82%	75%	83%	71%	79%	75%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	100%	97%	94%	93%	94%	93%	95%	95%	95%	97%	91%	94%	92%	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	80%	88%	91%	79%	75%	79%	82%	85%	80%	74%	84%	78%	79%	83%
Q13. Patient was definitely told sensitively that they had cancer	69%	79%	75%	71%	70%	71%	71%	74%	70%	77%	66%	70%	70%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	88%	80%	79%	76%	69%	82%	74%	81%	67%	82%	74%	77%	76%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	76%	91%	85%	81%	81%	91%	85%	89%	74%	85%	80%	86%	81%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	85%	91%	85%	87%	78%	82%	82%	91%	82%	83%	81%	81%	80%	85%

Tumour group tables

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

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q17. Patient had a main point of contact within the care team	94%	93%	93%	93%	93%	93%	95%	90%	93%	90%	94%	88%	92%
Q18. Patient found it very or quite easy to contact their main contact person	100%	85%	87%	83%	81%	79%	88%	77%	80%	83%	82%	77%	84%
Q19. Patient found advice from main contact person was very or quite helpful	93%	95%	97%	94%	97%	95%	98%	96%	93%	97%	94%	96%	95%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q20. Treatment options were explained in a way the patient could completely understand	93%	82%	86%	81%	79%	84%	84%	82%	83%	89%	84%	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	87%	77%	83%	76%	80%	81%	80%	84%	83%	83%	78%	81%	81%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	88%	83%	88%	81%	86%	84%	88%	89%	84%	86%	86%	83%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	58%	53%	57%	52%	54%	56%	54%	62%	61%	52%	56%	54%	50%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	74%	74%	65%	68%	69%	74%	73%	64%	73%	69%	70%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	100%	93%	92%	93%	94%	91%	96%	93%	94%	97%	92%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	99%	98%	99%	99%	99%	98%	100%	100%	98%	99%	98%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q27. Staff provided the patient with relevant information on available support	100%	95%	92%	89%	90%	91%	94%	95%	91%	94%	90%	91%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	65%	74%	78%	68%	77%	73%	80%	78%	76%	79%	75%	72%	71%
Q29. Patient was offered information about how to get financial help or benefits	83%	74%	72%	69%	74%	71%	79%	62%	65%	68%	73%	64%	71%

Tumour group tables

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

HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	68%	76%	74%	78%	72%	76%	86%	67%	83%	76%	78%	75%	76%
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%	71%	70%	74%	67%	71%	76%	72%	83%	70%	68%	67%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	65%	70%	68%	69%	70%	71%	77%	73%	81%	67%	70%	68%	70%
Q34. Patient was always able to get help from ward staff when needed	*	67%	69%	67%	76%	65%	69%	77%	80%	78%	65%	68%	67%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	56%	65%	60%	68%	56%	60%	72%	76%	70%	60%	57%	60%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	83%	85%	78%	80%	72%	81%	85%	89%	89%	79%	77%	83%	82%
Q37. Patient was always treated with respect and dignity while in hospital	*	84%	84%	83%	89%	84%	86%	94%	97%	85%	86%	87%	82%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	86%	86%	89%	88%	86%	86%	91%	93%	90%	84%	89%	84%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	74%	78%	76%	81%	78%	81%	81%	80%	80%	79%	75%	77%	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	90%	90%	91%	88%	88%	84%	90%	91%	84%	89%	91%	90%	88%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	80%	84%	84%	84%	91%	86%	88%	90%	*	84%	83%	86%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	80%	87%	85%	88%	90%	92%	79%	92%	89%	85%	86%	84%	85%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	74%	75%	80%	65%	*	*	82%	*	*	82%	84%	83%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	75%	81%	62%	83%	100%	85%	86%	*	91%	80%	85%	87%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	90%	87%	86%	85%	87%	78%	90%	86%	88%	88%	87%	86%	86%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	85%	74%	82%	80%	81%	79%	79%	86%	85%	*	78%	82%	82%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	67%	84%	84%	82%	79%	88%	77%	88%	89%	77%	83%	80%	82%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	70%	74%	65%	58%	*	*	78%	*	*	73%	79%	79%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	71%	82%	65%	81%	93%	79%	86%	*	86%	81%	82%	81%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	93%	76%	85%	79%	74%	78%	80%	83%	82%	73%	77%	79%	74%	78%

Tumour group tables

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

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	82%	70%	73%	70%	68%	73%	74%	77%	83%	78%	72%	75%	73%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	82%	67%	71%	66%	67%	73%	72%	67%	73%	71%	69%	73%	70%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	100%	88%	86%	90%	84%	87%	89%	86%	93%	87%	82%	83%	82%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	56%	63%	52%	54%	66%	58%	69%	66%	64%	54%	64%	57%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	64%	51%	57%	46%	51%	62%	50%	60%	55%	60%	52%	52%	53%	53%

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	71%	57%	66%	57%	63%	64%	65%	69%	84%	68%	62%	63%	57%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	51%	53%	45%	50%	52%	50%	52%	63%	62%	53%	55%	50%	52%

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	*	40%	41%	44%	40%	36%	44%	46%	43%	47%	44%	42%	39%	41%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	*	41%	49%	47%	24%	47%	39%	41%	54%	35%	45%	33%	26%	36%

Tumour group tables

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

LIVING WITH AND BEYOND CANCER							Tumour group							
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	27%	43%	26%	28%	29%	33%	36%	47%	30%	30%	26%	30%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	77%	80%	76%	80%	82%	77%	82%	88%	86%	75%	79%	73%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	54%	59%	54%	68%	58%	59%	65%	81%	76%	54%	63%	61%	61%

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	77%	88%	89%	87%	87%	90%	89%	90%	82%	94%	88%	87%	85%	88%										
Q57. Administration of care was very good or good	81%	84%	87%	84%	86%	84%	87%	83%	87%	86%	85%	83%	83%	85%										
Q58. Cancer research opportunities were discussed with patient	64%	42%	44%	39%	50%	32%	53%	44%	61%	63%	59%	40%	48%	46%										
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	8.9	8.7	8.9	8.6	8.9	8.9	8.6	9	8.8	8.7	8.7	8.8										

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	50%	79%	81%	80%	74%	78%	78%	89%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	55%	71%	76%	70%	67%	63%	61%	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	100%	77%	90%	90%	93%	94%	93%	91%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	91%	71%	79%	82%	83%	85%	85%	83%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	64%	57%	66%	70%	72%	77%	81%	82%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	46%	69%	73%	77%	78%	80%	80%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	100%	83%	92%	92%	93%	95%	96%	95%	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	76%	78%	76%	80%	81%	84%	83%	87%	83%
Q13. Patient was definitely told sensitively that they had cancer	59%	57%	71%	70%	71%	73%	76%	79%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	63%	67%	73%	76%	77%	79%	81%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	76%	76%	78%	81%	84%	86%	87%	90%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	71%	89%	84%	88%	88%	86%	81%	76%	85%

SUPPORT FROM A MAIN CONTACT PERSON									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	100%	95%	92%	91%	93%	93%	92%	88%	92%
Q18. Patient found it very or quite easy to contact their main contact person	94%	82%	82%	79%	82%	83%	84%	86%	83%
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	92%	94%	95%	96%	97%	98%	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	73%	72%	75%	76%	82%	84%	84%	81%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	72%	61%	67%	73%	80%	82%	83%	81%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	87%	81%	81%	80%	83%	87%	87%	86%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	47%	55%	50%	55%	58%	53%	46%	55%

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	85%	58%	64%	72%	72%	74%	70%	64%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	87%	92%	91%	92%	94%	95%	91%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	96%	97%	98%	99%	98%	99%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	94%	87%	91%	93%	93%	94%	91%	84%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	67%	55%	64%	66%	72%	77%	79%	76%	75%
Q29. Patient was offered information about how to get financial help or benefits	92%	64%	73%	75%	73%	75%	66%	60%	72%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	60%	61%	57%	71%	72%	79%	79%	80%	76%
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%	62%	61%	64%	68%	72%	74%	71%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	50%	44%	61%	65%	67%	73%	71%	74%	70%
Q34. Patient was always able to get help from ward staff when needed	80%	46%	61%	71%	66%	72%	71%	74%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	40%	56%	60%	59%	67%	61%	66%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	59%	71%	77%	78%	85%	84%	80%	82%
Q37. Patient was always treated with respect and dignity while in hospital	80%	71%	78%	80%	83%	89%	88%	89%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	81%	82%	85%	86%	90%	86%	83%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	70%	69%	67%	76%	80%	80%	77%	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	92%	86%	85%	84%	89%	91%	91%	90%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	100%	74%	82%	81%	84%	86%	83%	86%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	84%	82%	81%	88%	89%	89%	84%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	55%	54%	69%	80%	81%	81%	77%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	55%	79%	78%	82%	86%	83%	73%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	91%	78%	90%	82%	86%	87%	87%	87%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	68%	74%	76%	79%	81%	80%	84%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	74%	78%	78%	84%	85%	84%	87%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	36%	56%	63%	73%	78%	78%	69%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	64%	80%	73%	79%	81%	80%	77%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	59%	55%	71%	72%	75%	79%	81%	79%	78%

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	75%	64%	67%	71%	74%	75%	70%	66%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	73%	57%	63%	66%	70%	71%	69%	63%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	92%	79%	84%	86%	87%	88%	84%	78%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	47%	51%	57%	59%	63%	56%	53%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	71%	36%	45%	50%	53%	57%	51%	48%	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	86%	50%	50%	56%	59%	66%	63%	63%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	52%	54%	50%	50%	52%	53%	44%	52%

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 help or support needed from their GP practice since their cancer diagnosis	30%	20%	39%	40%	43%	42%	40%	41%	41%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	*	38%	43%	52%	39%	34%	32%	32%	36%

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	*	21%	25%	27%	27%	35%	34%	23%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	91%	66%	78%	69%	74%	82%	81%	82%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	43%	48%	49%	60%	62%	64%	66%	61%

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	81%	88%	86%	84%	87%	89%	89%	89%	88%
Q57. Administration of care was very good or good	78%	83%	82%	80%	83%	85%	86%	84%	85%
Q58. Cancer research opportunities were discussed with patient	77%	53%	55%	41%	49%	48%	43%	38%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.4	8.2	8.5	8.4	8.7	8.9	8.9	8.7	8.8

‘Which of the following best describes you?’ tables

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

SUPPORT FROM YOUR GP PRACTICE							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	77%	*	*	*	76%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	63%	*	*	*	68%	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	92%	94%	*	*	*	86%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	86%	*	*	*	81%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	78%	*	*	*	78%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	78%	*	*	*	73%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	95%	*	*	*	95%	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	83%	82%	*	*	*	82%	83%
Q13. Patient was definitely told sensitively that they had cancer	74%	72%	*	*	*	74%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	77%	*	*	*	75%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	86%	*	*	*	86%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	85%	85%	*	*	*	83%	85%

SUPPORT FROM A MAIN CONTACT PERSON							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	93%	92%	*	*	*	91%	92%
Q18. Patient found it very or quite easy to contact their main contact person	85%	81%	*	*	*	82%	83%
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	*	*	*	97%	96%

‘Which of the following best describes you?’ tables

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DECIDING ON THE BEST TREATMENT							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	84%	*	*	*	77%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	83%	*	*	*	75%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	87%	*	*	*	80%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	52%	58%	*	*	*	53%	55%

CARE PLANNING							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	73%	*	*	*	67%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	*	*	*	94%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	*	*	*	99%	99%

SUPPORT FROM HOSPITAL STAFF							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	94%	*	*	*	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	78%	*	*	*	74%	75%
Q29. Patient was offered information about how to get financial help or benefits	72%	71%	*	*	*	66%	72%

‘Which of the following best describes you?’ tables

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

HOSPITAL CARE							
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	71%	81%	*	*	*	74%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	74%	*	*	*	65%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	73%	*	*	*	67%	70%
Q34. Patient was always able to get help from ward staff when needed	65%	75%	*	*	*	62%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	57%	69%	*	*	*	60%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	79%	84%	*	*	*	84%	82%
Q37. Patient was always treated with respect and dignity while in hospital	83%	89%	*	*	*	86%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	88%	*	*	*	84%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	81%	*	*	*	80%	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	89%	90%	*	*	*	91%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	86%	*	*	*	71%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	88%	*	*	*	81%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	82%	*	*	*	81%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	85%	*	*	*	69%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	87%	*	*	*	88%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	82%	*	*	*	74%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	85%	*	*	*	86%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	71%	77%	*	*	*	88%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	82%	*	*	*	75%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	75%	81%	*	*	*	78%	78%

‘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	71%	74%	*	*	*	67%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	71%	*	*	*	63%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	87%	*	*	*	81%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	63%	*	*	*	56%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	57%	*	*	*	48%	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	58%	67%	*	*	*	58%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	55%	*	*	*	54%	52%

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 help or support needed from their GP practice since their cancer diagnosis	40%	43%	*	*	*	44%	41%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	38%	34%	*	*	*	40%	36%

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	29%	32%	*	*	*	37%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	82%	*	*	*	78%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	65%	*	*	*	62%	61%

‘Which of the following best describes you?’ tables

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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	86%	90%	*	*	*	89%	88%
Q57. Administration of care was very good or good	84%	85%	*	*	*	86%	85%
Q58. Cancer research opportunities were discussed with patient	46%	47%	*	*	*	37%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	*	*	*	8.8	8.8

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	76%	67%	55%	*	78%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	72%	63%	55%	55%	65%	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	93%	92%	92%	96%	80%	87%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	85%	82%	83%	73%	79%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	77%	70%	82%	73%	74%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	69%	74%	79%	64%	73%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	94%	98%	93%	80%	93%	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	83%	83%	85%	75%	88%	84%	83%
Q13. Patient was definitely told sensitively that they had cancer	73%	84%	76%	71%	63%	71%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	81%	82%	74%	69%	73%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	90%	88%	88%	88%	84%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	98%	89%	92%	58%	82%	85%

SUPPORT FROM A MAIN CONTACT PERSON		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	92%	89%	95%	92%	93%	90%	92%
Q18. Patient found it very or quite easy to contact their main contact person	83%	87%	71%	83%	62%	79%	83%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	96%	97%	100%	96%	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	83%	79%	80%	77%	80%	75%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	80%	78%	76%	75%	74%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	83%	80%	79%	79%	78%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	61%	56%	63%	*	53%	55%

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	71%	83%	75%	78%	69%	68%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	97%	93%	96%	100%	94%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	99%	100%	*	99%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	92%	96%	94%	94%	100%	93%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	79%	77%	80%	75%	73%	75%
Q29. Patient was offered information about how to get financial help or benefits	72%	90%	69%	75%	*	71%	72%

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	81%	73%	85%	*	71%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	70%	67%	66%	85%	*	71%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	70%	71%	70%	*	66%	70%
Q34. Patient was always able to get help from ward staff when needed	70%	77%	75%	81%	*	63%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	76%	65%	71%	*	62%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	72%	79%	88%	*	79%	82%
Q37. Patient was always treated with respect and dignity while in hospital	86%	84%	87%	93%	*	83%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	87%	93%	91%	*	84%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	82%	72%	85%	73%	77%	78%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	84%	87%	92%	*	90%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	92%	87%	83%	*	74%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	84%	81%	90%	*	85%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	65%	76%	82%	*	82%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	*	80%	85%	*	73%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	78%	88%	92%	*	86%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	92%	79%	82%	*	78%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	76%	80%	85%	*	85%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	73%	65%	81%	81%	*	83%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	*	75%	77%	*	81%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	78%	79%	66%	80%	63%	76%	78%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	69%	70%	76%	67%	68%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	70%	71%	76%	67%	62%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	96%	83%	88%	91%	80%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	66%	63%	69%	64%	59%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	57%	56%	58%	58%	48%	53%

SUPPORT WHILE AT HOME	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	62%	79%	67%	64%	64%	59%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	61%	53%	47%	45%	54%	52%

CARE FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	41%	54%	49%	47%	40%	44%	41%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	35%	56%	57%	47%	*	42%	36%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	30%	39%	33%	24%	*	32%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	78%	80%	72%	*	77%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	55%	63%	62%	55%	62%	61%

YOUR OVERALL NHS CARE							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	88%	95%	94%	87%	93%	88%	88%
Q57. Administration of care was very good or good	84%	93%	88%	93%	93%	85%	85%
Q58. Cancer research opportunities were discussed with patient	46%	58%	66%	51%	36%	44%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9	8.6	8.8	8.6	8.7	8.8

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	75%	78%	76%	80%	79%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	65%	67%	67%	68%	67%

DIAGNOSTIC TESTS		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q5. Patient received all the information needed about the diagnostic test in advance	93%	94%	92%	92%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	83%	84%	84%	84%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	78%	75%	76%	77%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	78%	79%	76%	78%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	95%	94%	95%	94%	95%

FINDING OUT THAT YOU HAD CANCER		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	86%	84%	84%	83%	80%	83%
Q13. Patient was definitely told sensitively that they had cancer	77%	74%	75%	73%	71%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	77%	77%	77%	77%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	89%	87%	86%	85%	83%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	83%	86%	84%	85%	85%

SUPPORT FROM A MAIN CONTACT PERSON		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q17. Patient had a main point of contact within the care team	94%	92%	93%	92%	92%	92%
Q18. Patient found it very or quite easy to contact their main contact person	76%	85%	83%	83%	83%	83%
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	96%	96%	96%	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)	All
Q20. Treatment options were explained in a way the patient could completely understand	80%	82%	84%	82%	83%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	80%	81%	80%	80%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	86%	86%	87%	84%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	57%	58%	57%	53%	52%	55%

CARE PLANNING						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	72%	73%	71%	70%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	93%	94%	93%	94%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	99%	98%	98%	99%

SUPPORT FROM HOSPITAL STAFF						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q27. Staff provided the patient with relevant information on available support	94%	93%	92%	92%	92%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	78%	75%	77%	75%	73%	75%
Q29. Patient was offered information about how to get financial help or benefits	69%	71%	73%	69%	74%	72%

HOSPITAL CARE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	74%	75%	79%	76%	75%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	73%	72%	72%	71%	67%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	70%	69%	71%	70%	70%
Q34. Patient was always able to get help from ward staff when needed	70%	70%	70%	70%	70%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	65%	63%	64%	63%	59%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	77%	81%	82%	84%	82%	82%
Q37. Patient was always treated with respect and dignity while in hospital	83%	84%	87%	86%	87%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	87%	88%	88%	87%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	78%	79%	77%	77%	78%

IMD quintile tables

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

YOUR TREATMENT	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q41_1. Beforehand patient completely had enough understandable information about surgery	86%	91%	92%	89%	88%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	86%	83%	85%	83%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	89%	88%	86%	86%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	82%	81%	74%	81%	76%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	83%	81%	85%	83%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	87%	88%	86%	85%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	76%	82%	80%	80%	79%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	83%	84%	84%	82%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	75%	79%	72%	74%	72%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	78%	81%	78%	81%	79%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	78%	78%	79%	77%	78%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	73%	74%	71%	71%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	68%	70%	69%	68%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	86%	85%	86%	88%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	63%	60%	61%	59%	55%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	60%	54%	54%	53%	50%	53%

SUPPORT WHILE AT HOME	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	69%	63%	62%	61%	61%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	49%	52%	53%	52%	52%

CARE FROM YOUR GP PRACTICE	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	47%	39%	40%	43%	41%	41%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	45%	41%	37%	35%	32%	36%

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	32%	33%	26%	33%	31%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	79%	79%	78%	79%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	62%	60%	60%	61%	61%

YOUR OVERALL NHS CARE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	89%	89%	89%	88%	87%	88%
Q57. Administration of care was very good or good	84%	86%	86%	84%	83%	85%
Q58. Cancer research opportunities were discussed with patient	48%	44%	47%	47%	46%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	8.9	8.8	8.8	8.8

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE		Long-term condition status		
	Yes	No	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	81%	79%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	73%	66%	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	92%	94%	92%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	85%	83%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	76%	77%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	79%	74%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	94%	94%	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	82%	84%	86%	83%
Q13. Patient was definitely told sensitively that they had cancer	73%	74%	75%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	79%	75%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	87%	87%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	87%	85%	85%

SUPPORT FROM A MAIN CONTACT PERSON		Long-term condition status		
	Yes	No	Not given	All
Q17. Patient had a main point of contact within the care team	92%	93%	90%	92%
Q18. Patient found it very or quite easy to contact their main contact person	82%	84%	85%	83%
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	97%	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%	85%	79%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	81%	79%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	87%	84%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	52%	59%	55%	55%

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	74%	71%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	95%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	94%	95%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	77%	76%	75%
Q29. Patient was offered information about how to get financial help or benefits	68%	78%	68%	72%

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	79%	73%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	73%	68%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	72%	70%	70%
Q34. Patient was always able to get help from ward staff when needed	68%	73%	70%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	66%	65%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	83%	84%	82%
Q37. Patient was always treated with respect and dignity while in hospital	84%	89%	90%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	90%	85%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	81%	79%	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	89%	90%	90%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	88%	76%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	89%	82%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	79%	79%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	86%	69%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	87%	87%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	82%	77%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	84%	86%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	73%	74%	83%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	84%	75%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	79%	78%	78%

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	70%	76%	70%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	73%	67%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	89%	84%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	63%	59%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	58%	50%	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	60%	66%	62%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	59%	54%	52%

CARE FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	39%	46%	42%	41%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	34%	39%	38%	36%

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	28%	36%	34%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	81%	79%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	62%	59%	61%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	86%	90%	89%	88%
Q57. Administration of care was very good or good	83%	86%	87%	85%
Q58. Cancer research opportunities were discussed with patient	46%	48%	42%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	8.8	8.8

Number of long-term conditions tables

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

SUPPORT FROM YOUR GP PRACTICE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	77%	69%	81%	79%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	62%	60%	73%	66%	67%

DIAGNOSTIC TESTS	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	93%	93%	91%	94%	92%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	82%	80%	85%	83%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	78%	75%	76%	77%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	79%	73%	79%	74%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	95%	94%	94%	94%	95%

FINDING OUT THAT YOU HAD CANCER	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	81%	82%	84%	86%	83%
Q13. Patient was definitely told sensitively that they had cancer	73%	73%	72%	74%	75%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	76%	73%	79%	75%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	84%	85%	87%	87%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	84%	81%	87%	85%	85%

SUPPORT FROM A MAIN CONTACT PERSON	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q17. Patient had a main point of contact within the care team	93%	92%	89%	93%	90%	92%
Q18. Patient found it very or quite easy to contact their main contact person	82%	83%	80%	84%	85%	83%
Q19. Patient found advice from main contact person was very or quite helpful	96%	95%	94%	96%	97%	96%

Number of long-term conditions tables

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

DECIDING ON THE BEST TREATMENT						
	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	83%	81%	79%	85%	79%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	80%	79%	81%	79%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	86%	84%	87%	84%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	50%	51%	59%	55%	55%

CARE PLANNING						
	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	72%	69%	66%	74%	71%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	92%	92%	95%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	98%	98%	99%	99%

SUPPORT FROM HOSPITAL STAFF						
	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q27. Staff provided the patient with relevant information on available support	92%	91%	89%	94%	95%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	74%	70%	77%	76%	75%
Q29. Patient was offered information about how to get financial help or benefits	71%	69%	62%	78%	68%	72%

Number of long-term conditions tables

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

HOSPITAL CARE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	75%	73%	79%	73%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	70%	69%	73%	68%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	69%	69%	72%	70%	70%
Q34. Patient was always able to get help from ward staff when needed	67%	70%	69%	73%	70%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	62%	56%	66%	65%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	79%	81%	83%	84%	82%
Q37. Patient was always treated with respect and dignity while in hospital	84%	86%	81%	89%	90%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	85%	82%	90%	85%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	76%	73%	81%	79%	78%

YOUR TREATMENT	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	90%	89%	90%	90%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	81%	82%	88%	76%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	86%	84%	89%	82%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	80%	72%	77%	79%	79%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	81%	79%	86%	69%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	86%	84%	87%	87%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	77%	77%	82%	77%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	83%	78%	84%	86%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	75%	71%	68%	74%	83%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	76%	79%	84%	75%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	78%	76%	79%	78%	78%

Number of long-term conditions tables

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Number of long-term conditions					All
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	69%	66%	76%	70%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	66%	65%	73%	67%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	84%	81%	89%	84%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	55%	52%	63%	59%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	50%	46%	58%	50%	53%

SUPPORT WHILE AT HOME	Number of long-term conditions					All
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	62%	59%	58%	66%	62%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	46%	42%	59%	54%	52%

CARE FROM YOUR GP PRACTICE	Number of long-term conditions					All
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	39%	39%	39%	46%	42%	41%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	36%	33%	32%	39%	38%	36%

LIVING WITH AND BEYOND CANCER	Number of long-term conditions					All
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	29%	30%	25%	36%	34%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	76%	70%	81%	79%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	60%	54%	62%	59%	61%

Number of long-term conditions tables

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

YOUR OVERALL NHS CARE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q56. The whole care team worked well together	88%	85%	84%	90%	89%	88%
Q57. Administration of care was very good or good	85%	82%	81%	86%	87%	85%
Q58. Cancer research opportunities were discussed with patient	47%	47%	43%	48%	42%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	8.6	8.9	8.8	8.8

Impact of long-term condition(s) (excluding cancer) on day-to-day activities tables

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

† Please note: the 'All' column shows the overall score including all cases within the organisation. The impact of long-term condition(s) (excluding cancer) on day-to-day activities breakdown is based on a routed question, so figures may not align.

SUPPORT FROM YOUR GP PRACTICE	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All †
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	69%	75%	84%	72%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	58%	64%	69%	56%	67%

DIAGNOSTIC TESTS	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	91%	94%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	82%	89%	80%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72%	76%	79%	78%	76%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	75%	82%	75%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	94%	96%	93%	95%

FINDING OUT THAT YOU HAD CANCER		Impact of long-term condition(s) (excluding cancer) on day-to-day activities			
	A lot	A little	Not at all	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	81%	81%	84%	84%	83%
Q13. Patient was definitely told sensitively that they had cancer	70%	71%	77%	71%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	72%	74%	81%	76%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	84%	87%	82%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	83%	85%	83%	85%

SUPPORT FROM A MAIN CONTACT PERSON	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All
Q17. Patient had a main point of contact within the care team	90%	93%	92%	97%	92%
Q18. Patient found it very or quite easy to contact their main contact person	80%	81%	84%	82%	83%
Q19. Patient found advice from main contact person was very or quite helpful	93%	96%	96%	94%	96%

DECIDING ON THE BEST TREATMENT	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	77%	81%	86%	83%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	80%	83%	80%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	84%	88%	84%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	51%	52%	55%	50%	55%

Impact of long-term condition(s) (excluding cancer) on day-to-day activities tables

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† Please note: the 'All' column shows the overall score including all cases within the organisation. The impact of long-term condition(s) (excluding cancer) on day-to-day activities breakdown is based on a routed question, so figures may not align.

CARE PLANNING					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All †
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	65%	68%	75%	71%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	93%	95%	91%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	99%	98%	99%

SUPPORT FROM HOSPITAL STAFF					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	92%	93%	90%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	72%	79%	74%	75%
Q29. Patient was offered information about how to get financial help or benefits	62%	68%	75%	70%	72%

HOSPITAL CARE					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	70%	73%	79%	76%	76%
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%	66%	75%	73%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	64%	73%	72%	70%
Q34. Patient was always able to get help from ward staff when needed	63%	67%	74%	66%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	55%	59%	66%	61%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	75%	79%	86%	84%	82%
Q37. Patient was always treated with respect and dignity while in hospital	79%	82%	90%	82%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	80%	85%	91%	83%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	75%	80%	77%	78%

Impact of long-term condition(s) (excluding cancer) on day-to-day activities tables

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YOUR TREATMENT					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All †
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	88%	91%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	77%	81%	87%	87%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	81%	86%	92%	91%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	70%	76%	82%	82%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	75%	83%	89%	69%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	82%	84%	89%	88%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	75%	77%	82%	82%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	78%	81%	89%	80%	83%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	68%	70%	79%	75%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	72%	79%	79%	74%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	77%	79%	78%	78%

IMMEDIATE AND LONG-TERM SIDE EFFECTS					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	67%	67%	76%	72%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	64%	64%	72%	71%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	80%	83%	90%	85%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	50%	54%	64%	56%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	46%	48%	59%	50%	53%

SUPPORT WHILE AT HOME					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	56%	57%	67%	62%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	38%	47%	58%	54%	52%

Impact of long-term condition(s) (excluding cancer) on day-to-day activities tables

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CARE FROM YOUR GP PRACTICE					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All †
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	37%	37%	45%	40%	41%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	31%	34%	39%	30%	36%

LIVING WITH AND BEYOND CANCER					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	24%	25%	38%	25%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	68%	75%	84%	75%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	56%	57%	65%	64%	61%

YOUR OVERALL NHS CARE					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All
Q56. The whole care team worked well together	83%	85%	91%	86%	88%
Q57. Administration of care was very good or good	80%	82%	86%	86%	85%
Q58. Cancer research opportunities were discussed with patient	44%	47%	45%	50%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.5	8.7	9	8.6	8.8

Year on year charts

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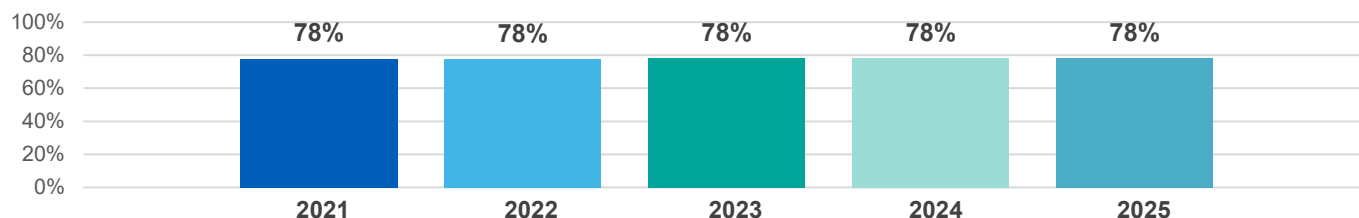
The scores are unadjusted and based on England scores only.

▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

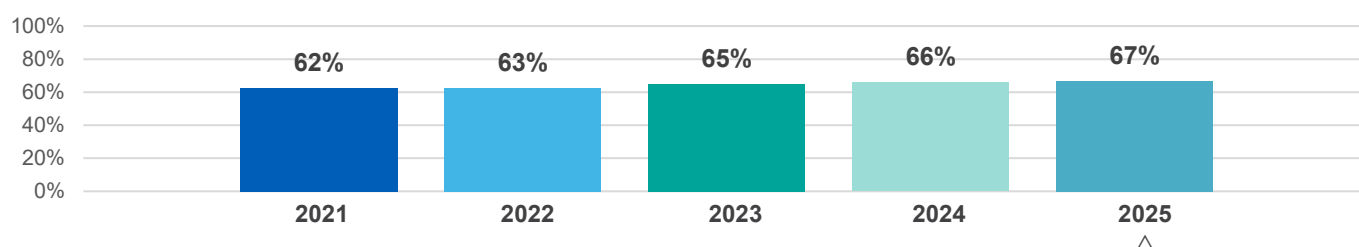
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

SUPPORT FROM YOUR GP PRACTICE

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

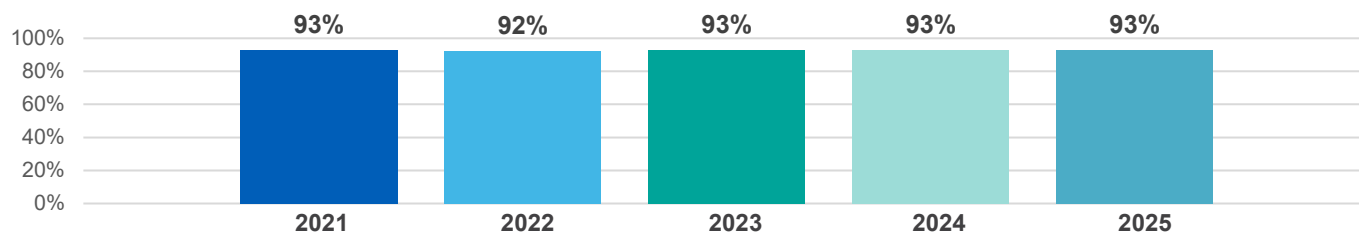


Q3. Referral for diagnosis was explained in a way the patient could completely understand

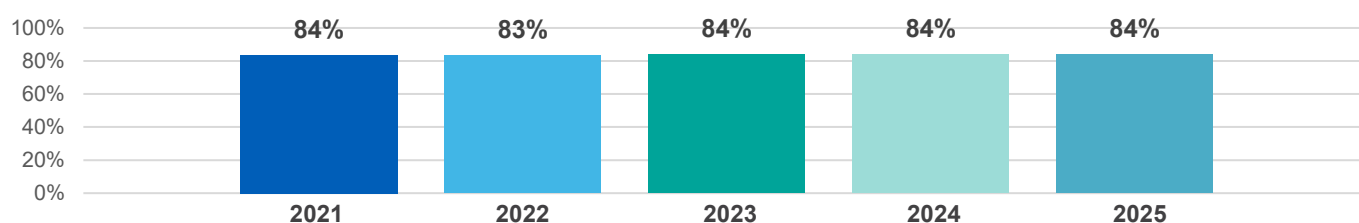


DIAGNOSTIC TESTS

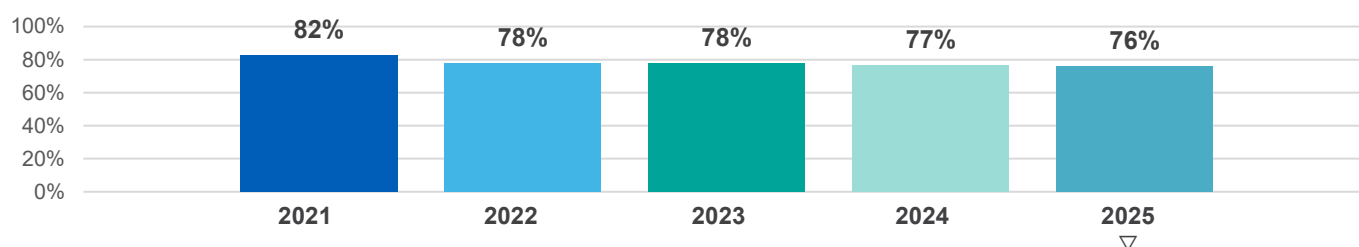
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



Year on year charts

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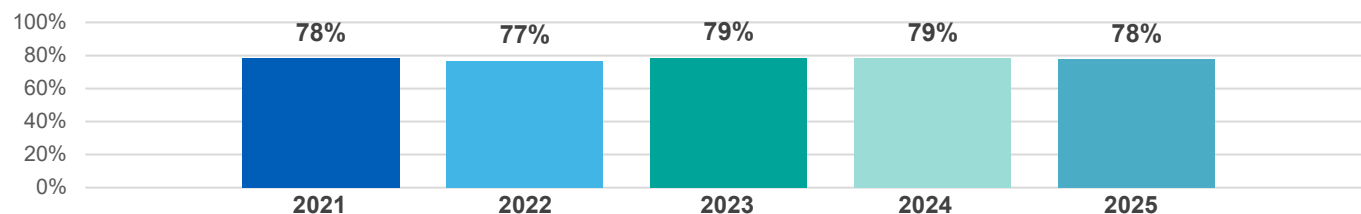
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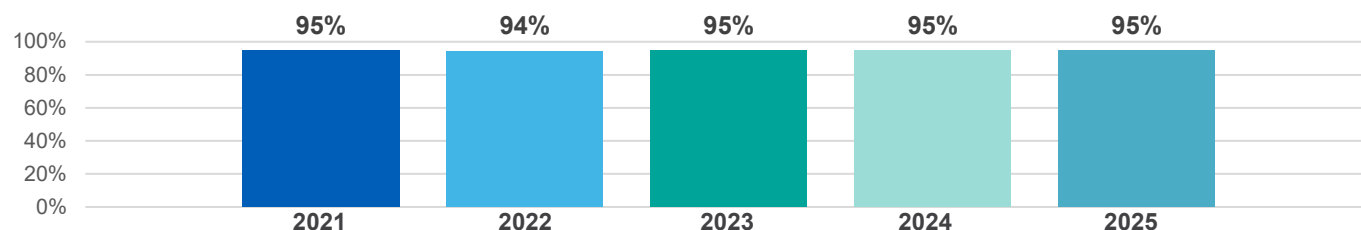
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

- No score available.

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

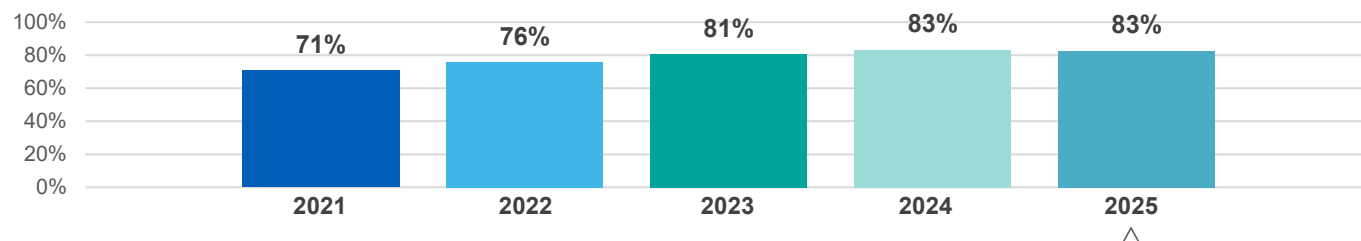


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

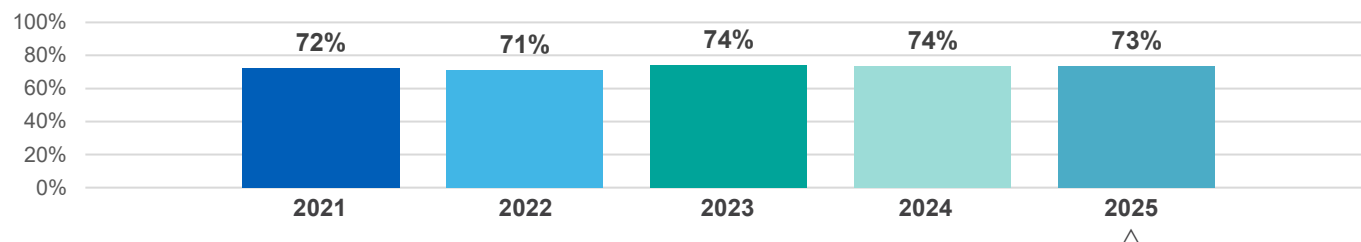


FINDING OUT THAT YOU HAD CANCER

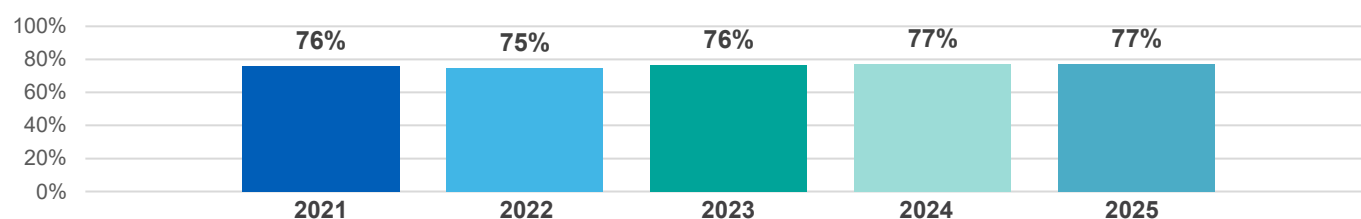
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



Year on year charts

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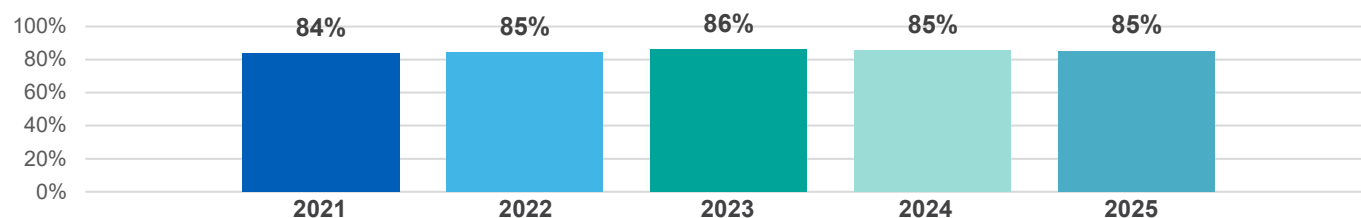
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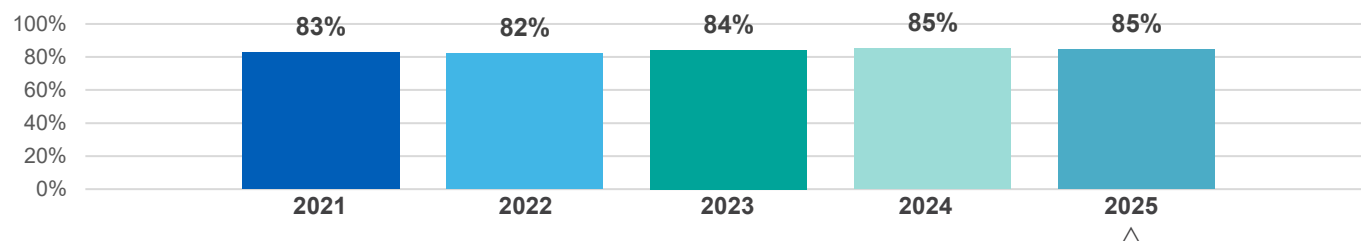
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

- No score available.

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

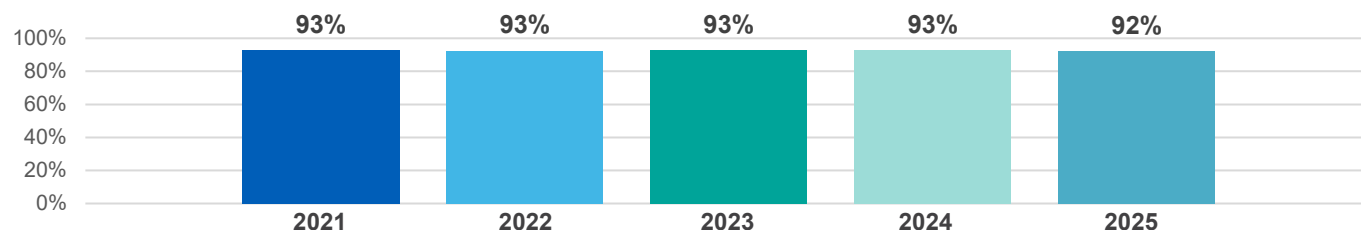


Q16. Patient was told they could go back later for more information about their diagnosis

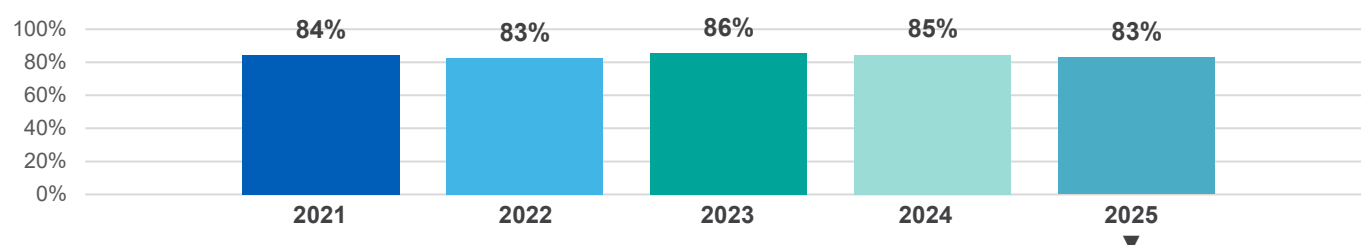


SUPPORT FROM A MAIN CONTACT PERSON

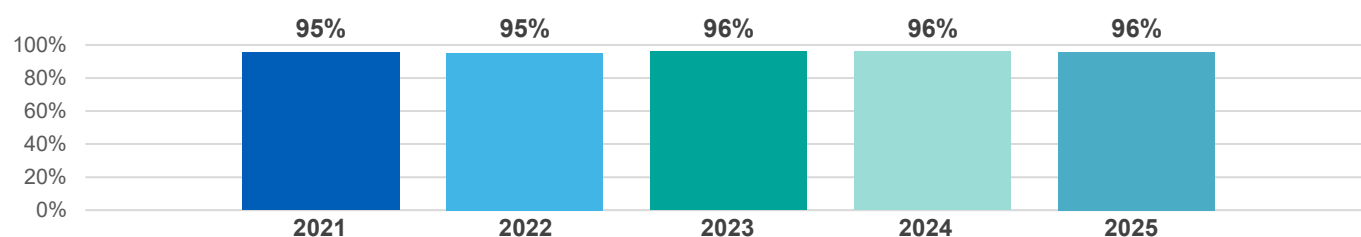
Q17. Patient had a main point of contact within the care team



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



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



Year on year charts

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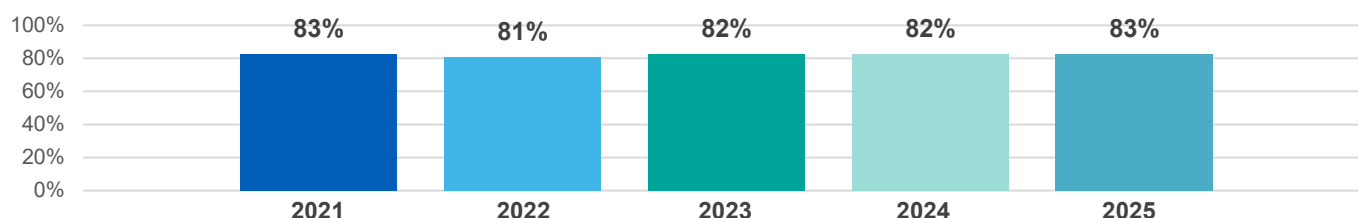
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△ or ▽ Statistically significant increase or decrease from 2021 to 2025

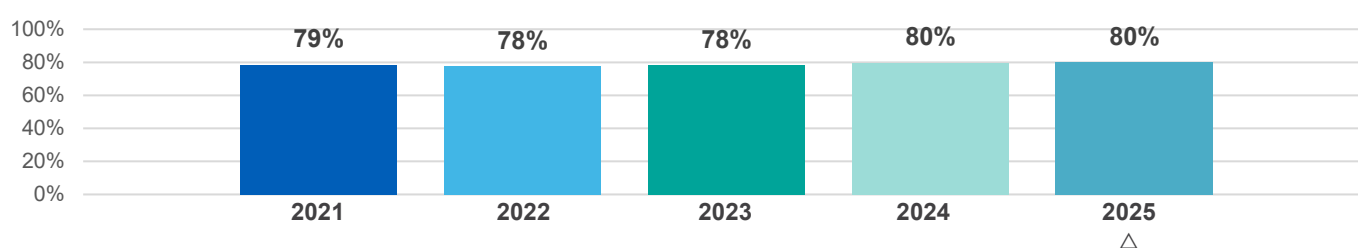
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DECIDING ON THE BEST TREATMENT

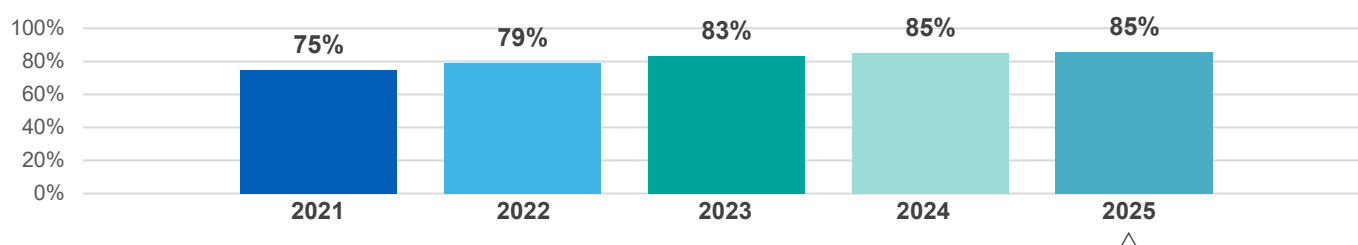
Q20. Treatment options were explained in a way the patient could completely understand



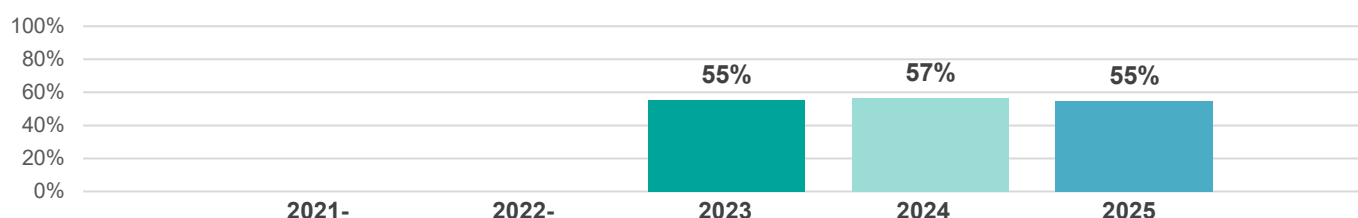
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

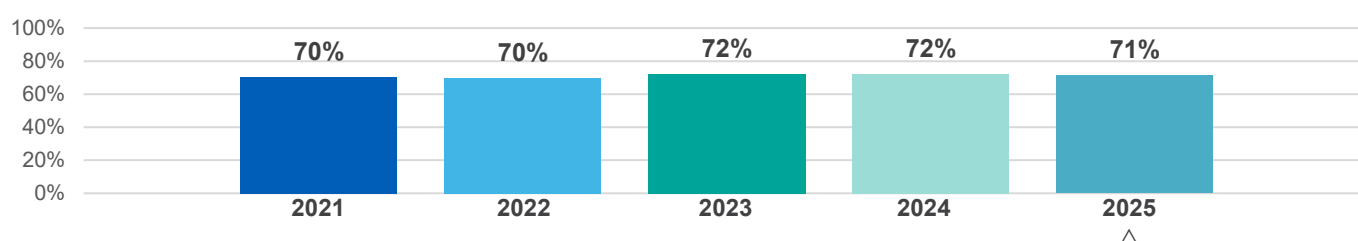


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



Year on year charts

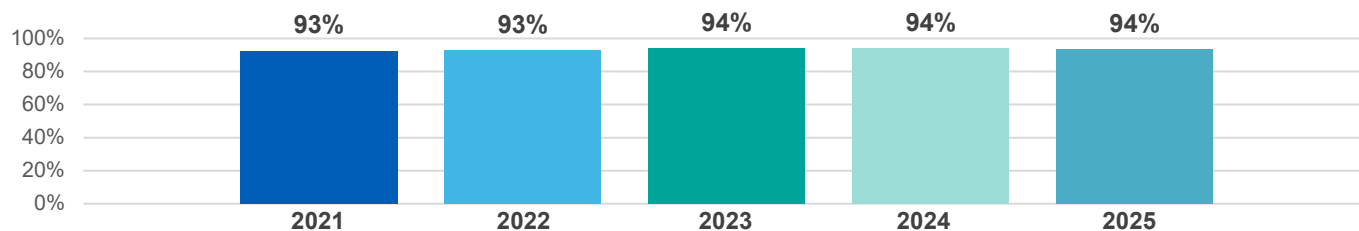
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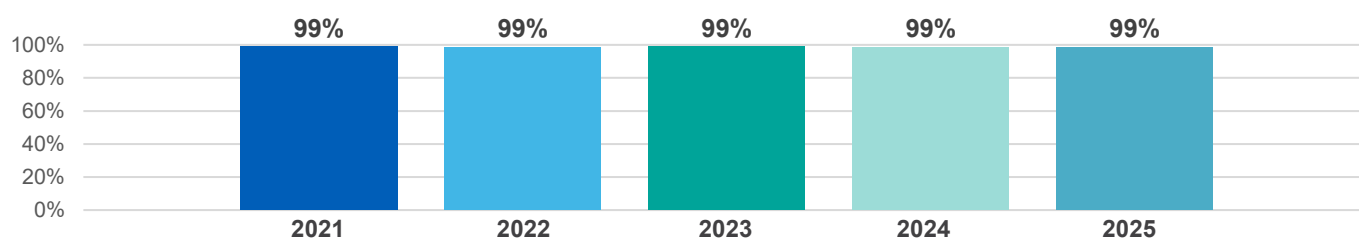
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

△ or ▽ Statistically significant increase or decrease from 2021 to 2025

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

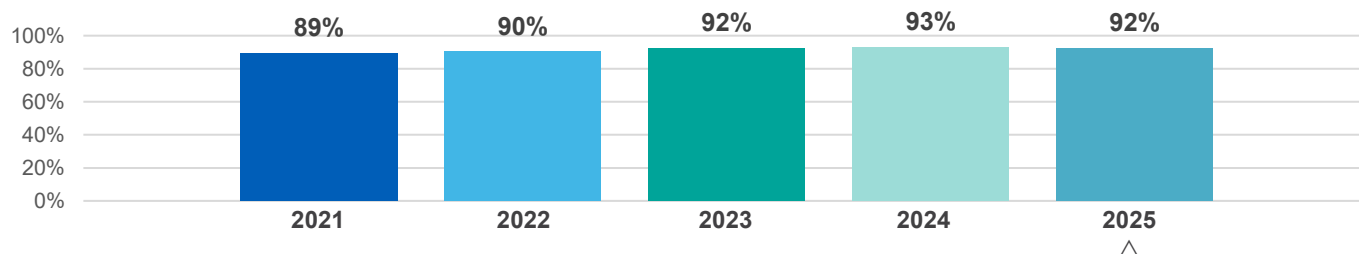


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

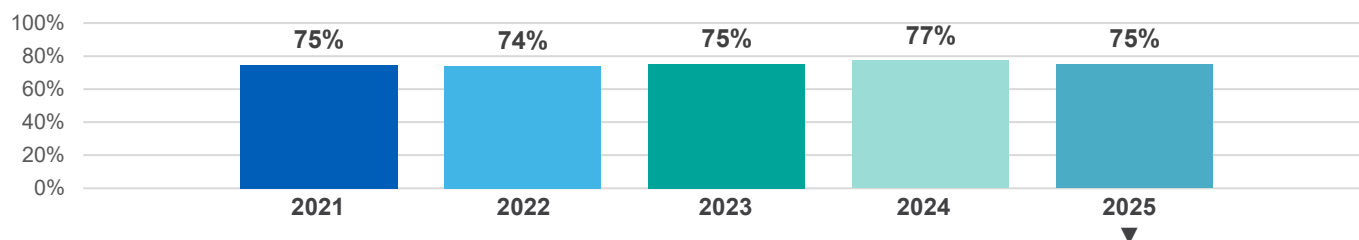


SUPPORT FROM HOSPITAL STAFF

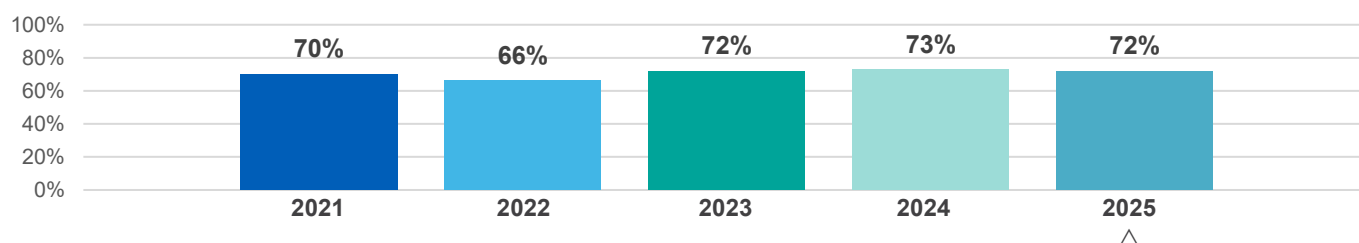
Q27. Staff provided the patient with relevant information on available support



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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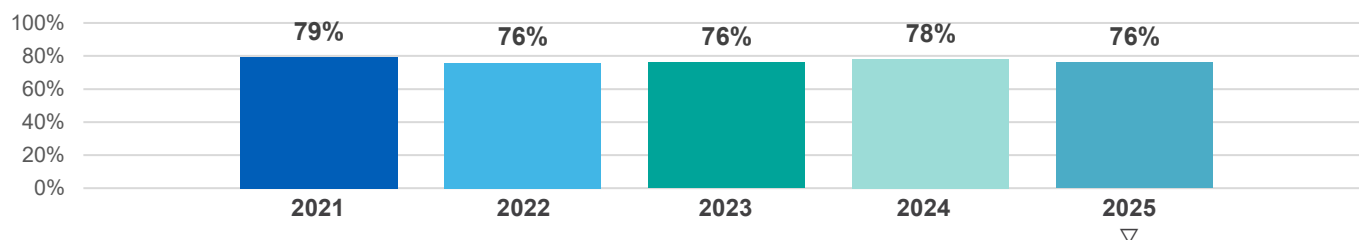
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

△ or ▽ Statistically significant increase or decrease from 2021 to 2025

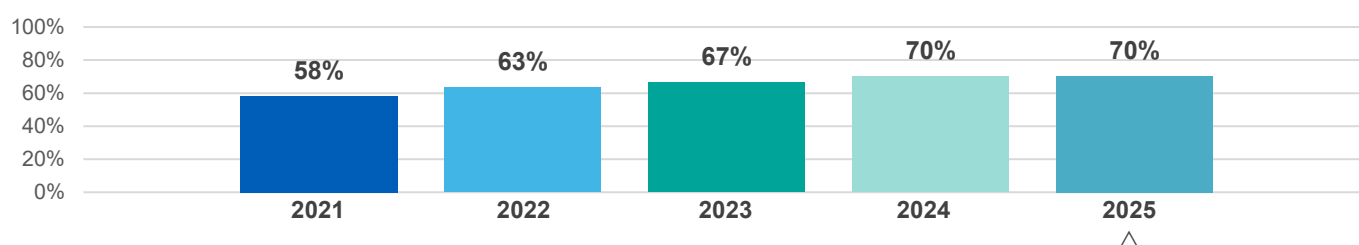
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HOSPITAL CARE

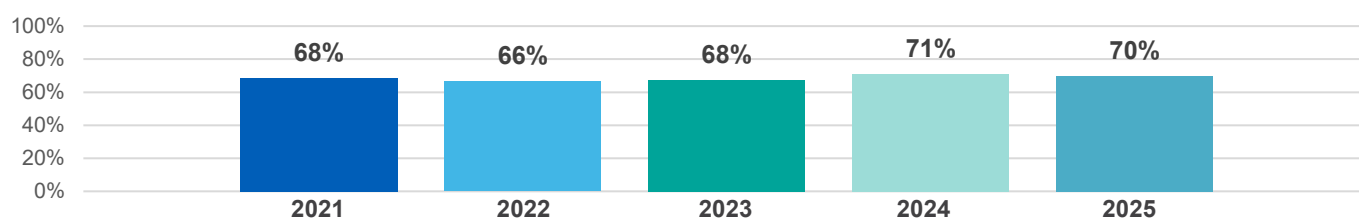
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



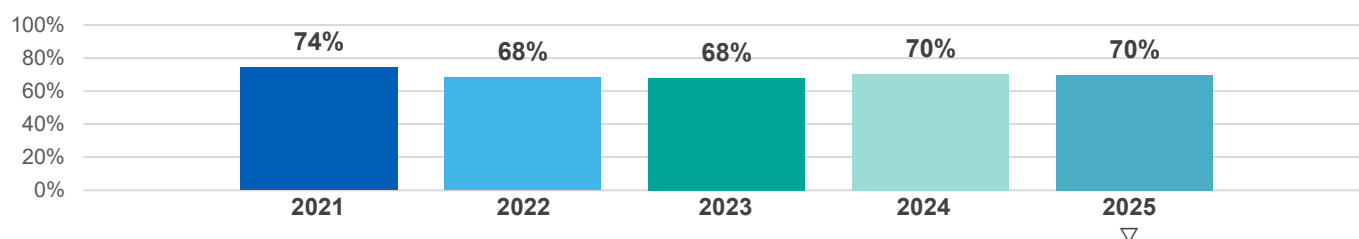
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



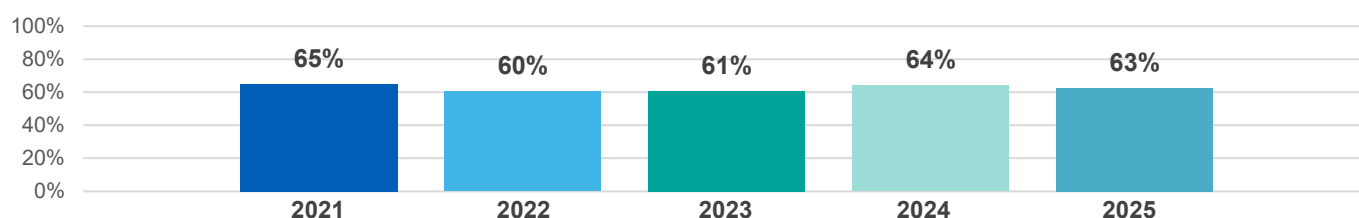
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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

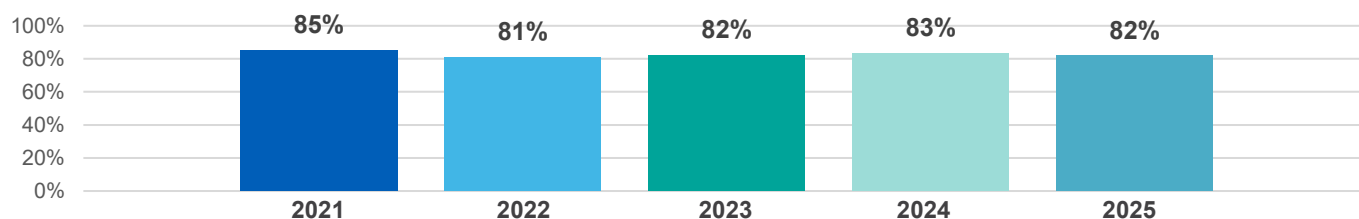
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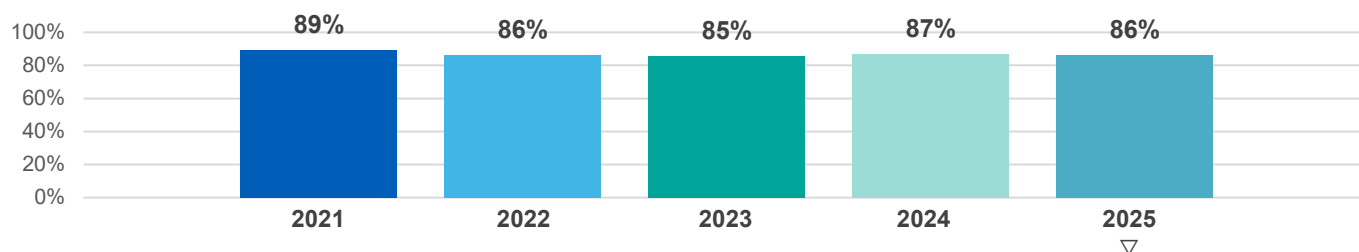
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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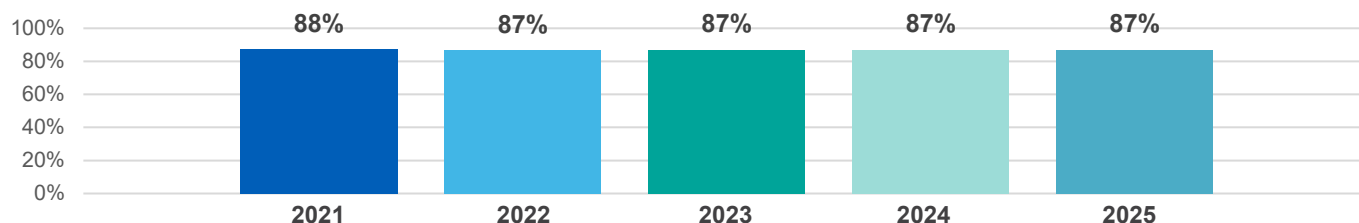
Q36. Hospital staff always did everything they could to help the patient control pain



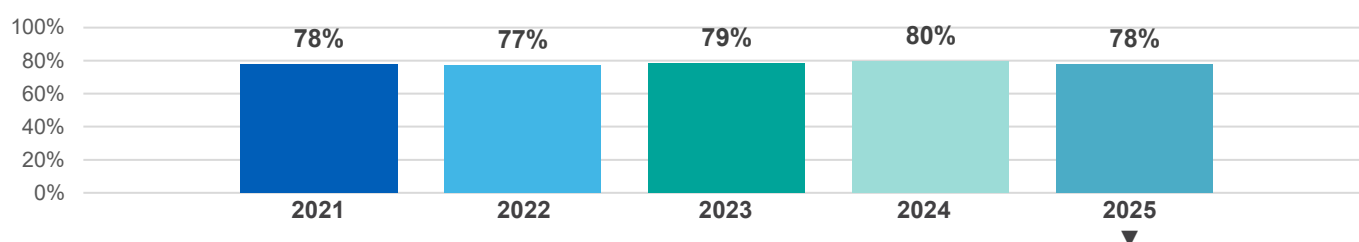
Q37. Patient was always treated with respect and dignity while in hospital



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

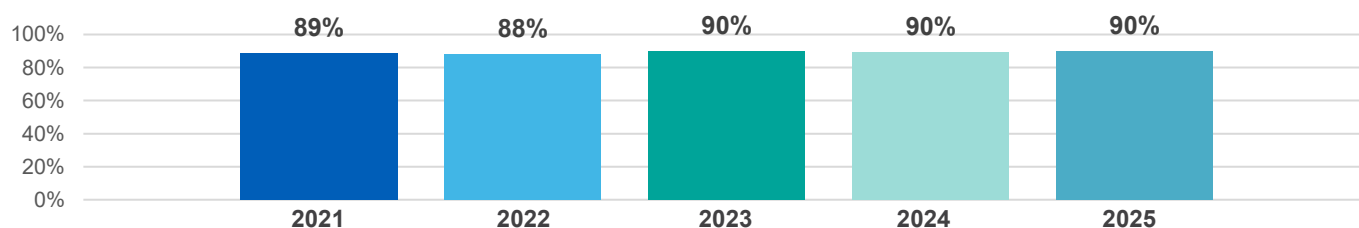


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on year charts

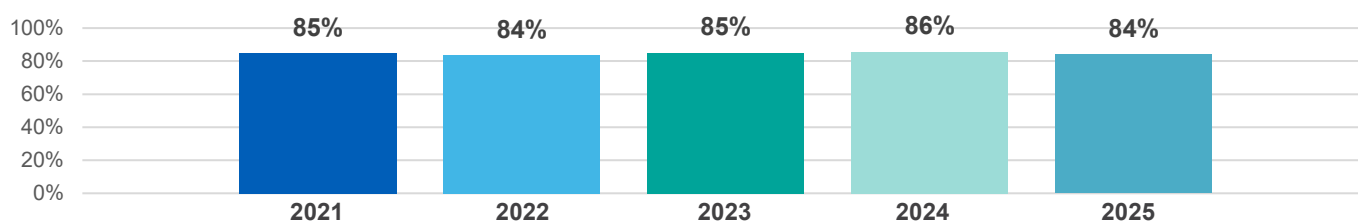
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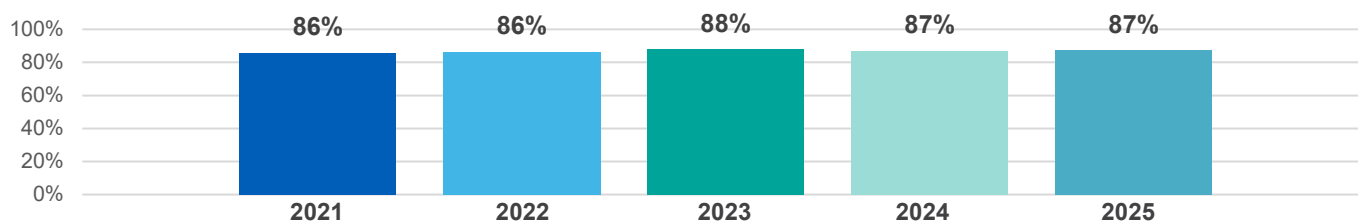
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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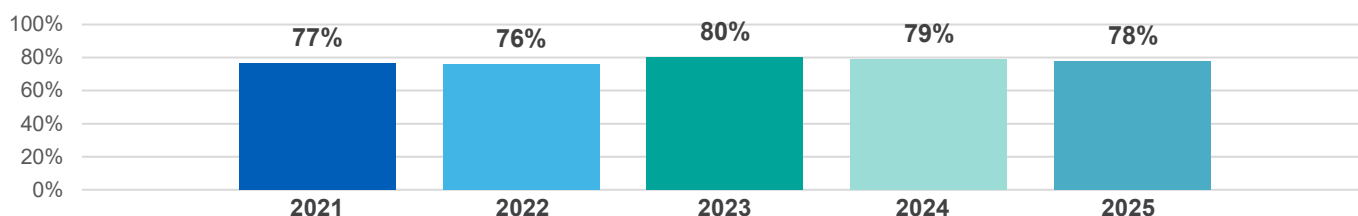
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



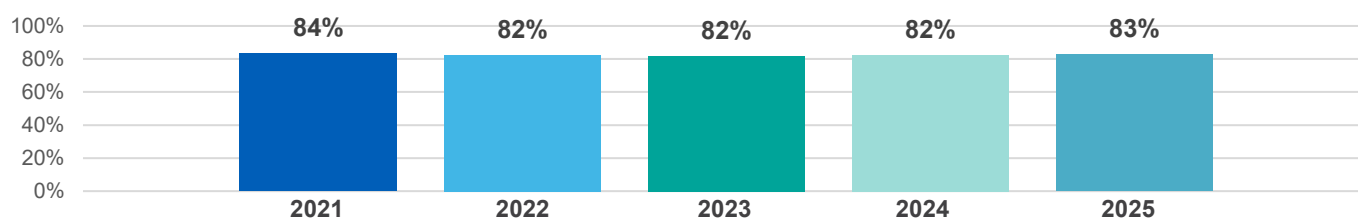
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



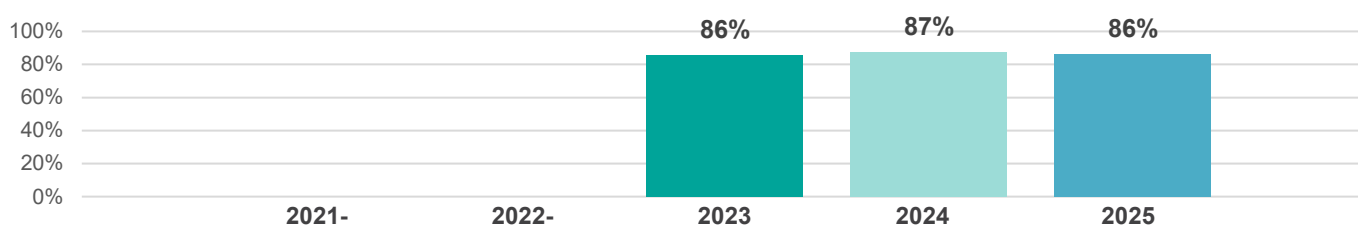
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



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



Year on year charts

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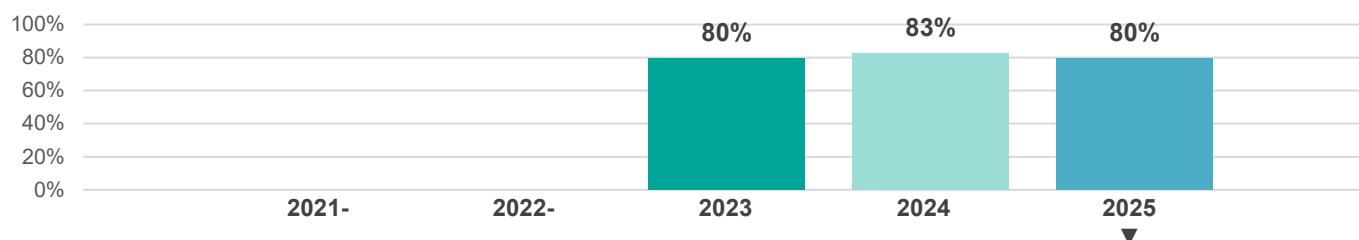
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The scores are unadjusted and based on England scores only.

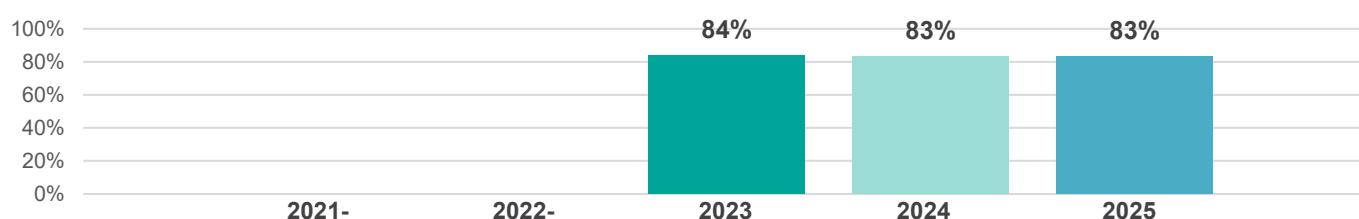
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△ or ▽ Statistically significant increase or decrease from 2021 to 2025

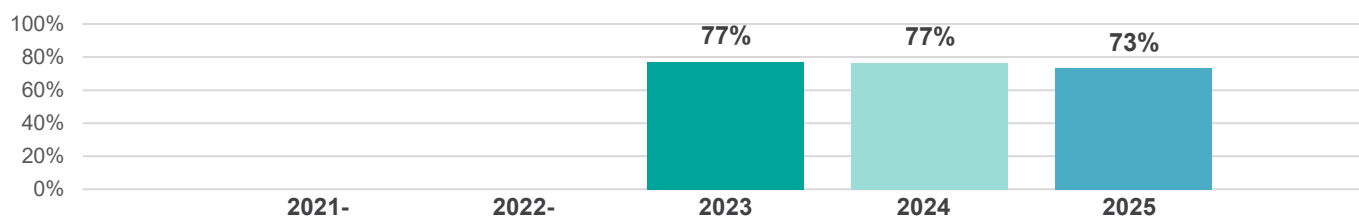
Q42_2. Patient completely had enough understandable information about their response to chemotherapy



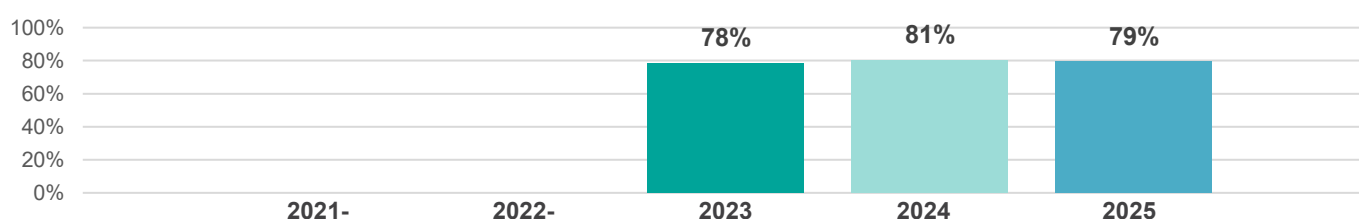
Q42_3. Patient completely had enough understandable information about their response to radiotherapy



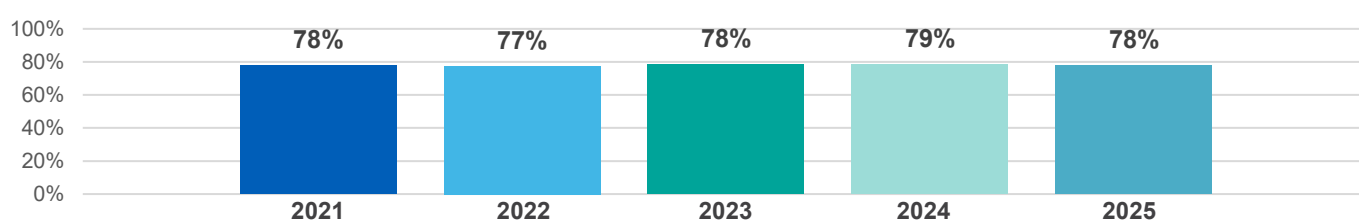
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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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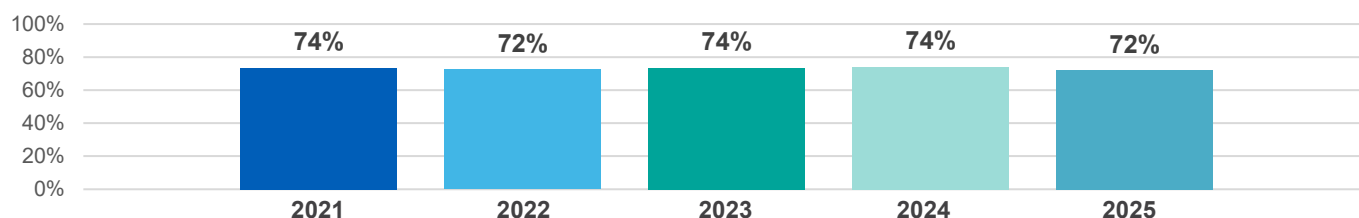
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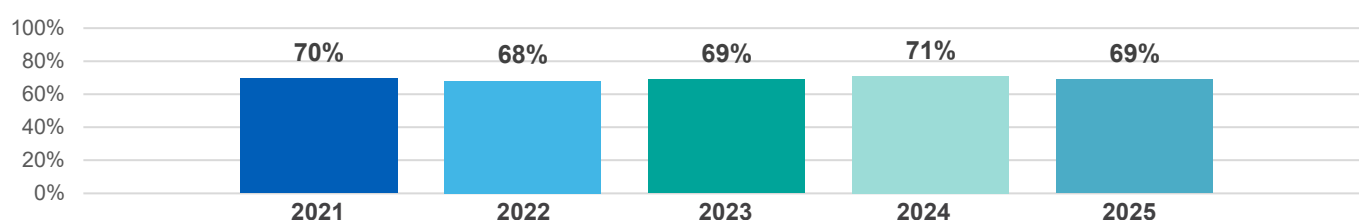
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

IMMEDIATE AND LONG-TERM SIDE EFFECTS

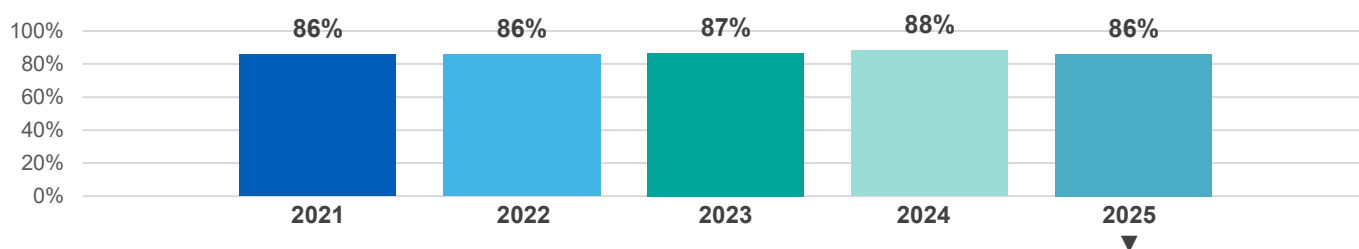
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



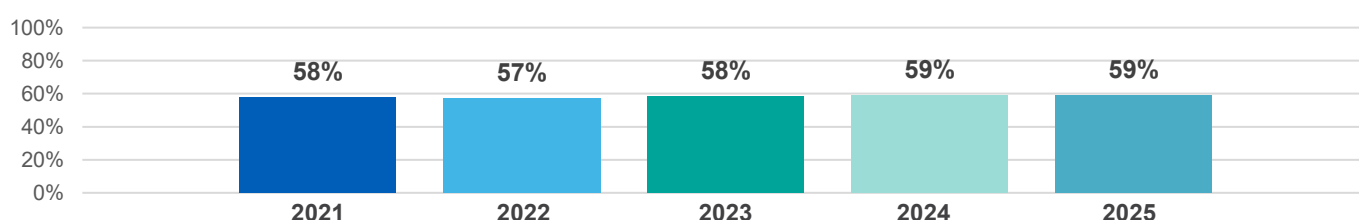
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



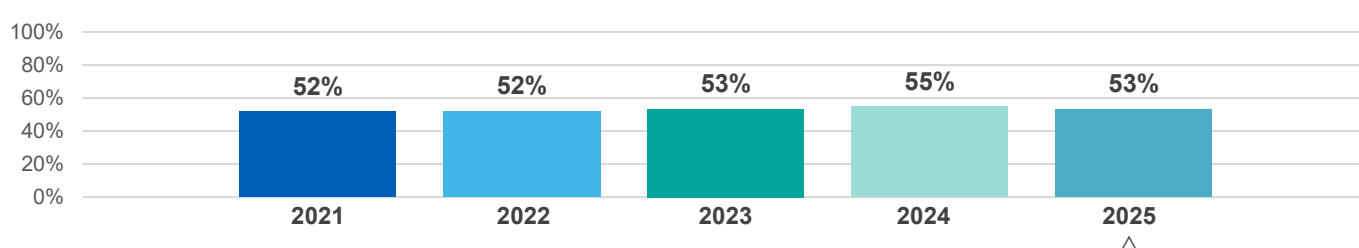
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on year charts

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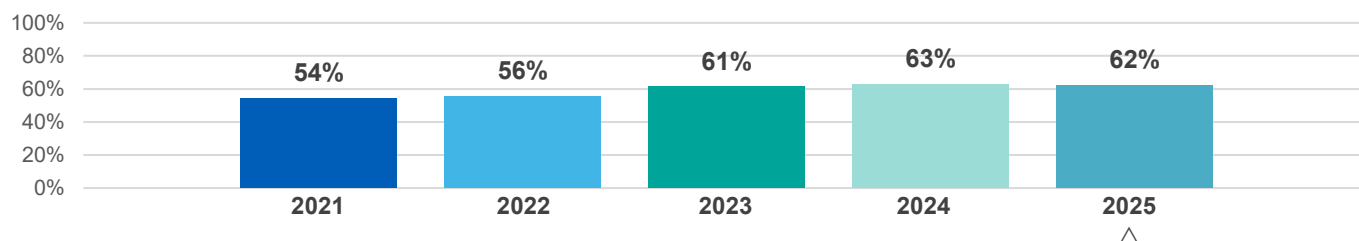
The scores are unadjusted and based on England scores only.

▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

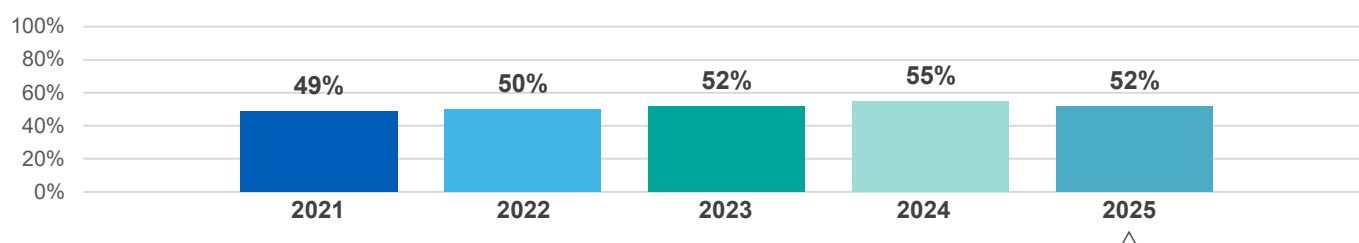
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

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 help or support needed from their GP practice since their cancer diagnosis



Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)



Year on year charts

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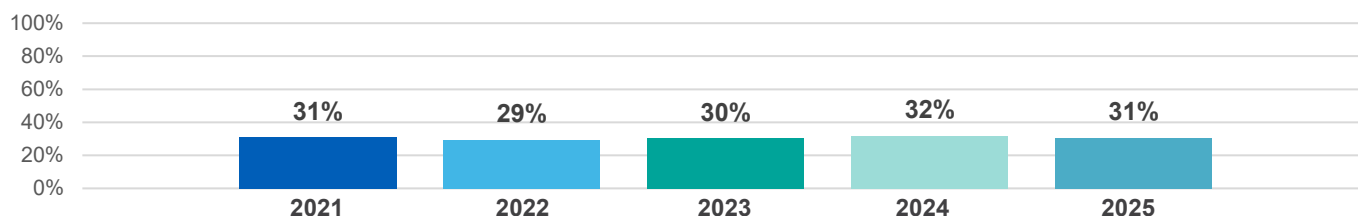
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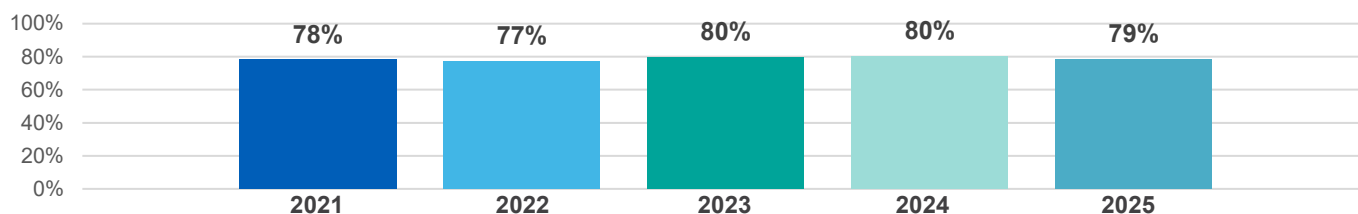
- No score available.

LIVING WITH AND BEYOND CANCER

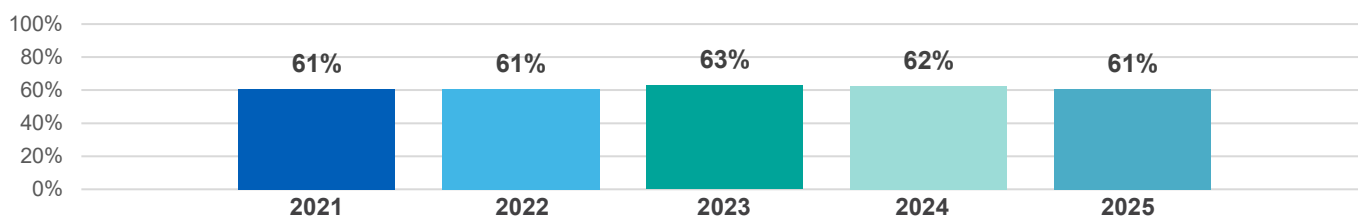
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services



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

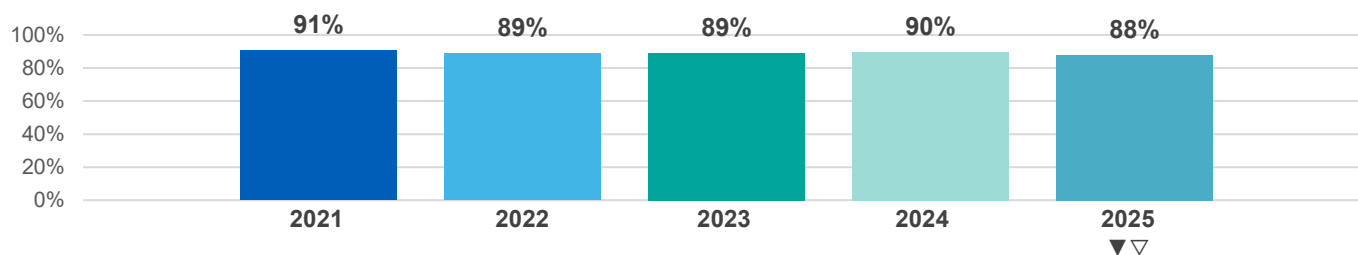


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

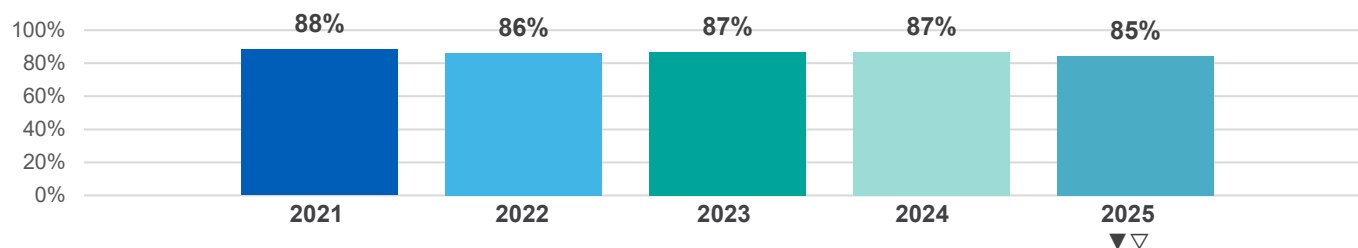


YOUR OVERALL NHS CARE

Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Year on year charts

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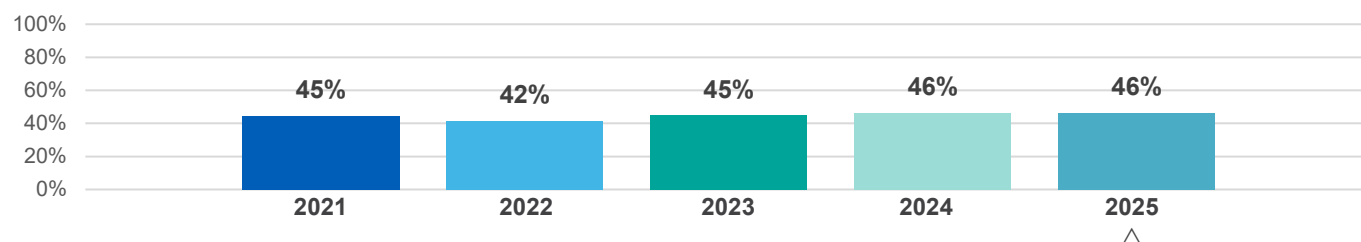
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▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

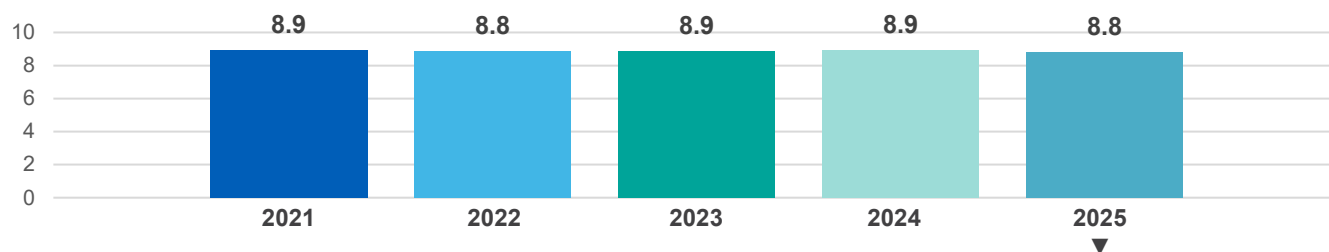
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

- No score available.

Q58. Cancer research opportunities were discussed with patient

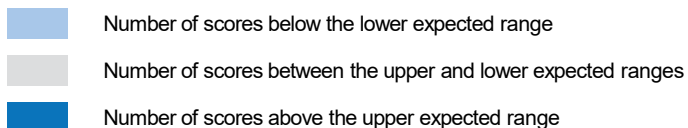


Q59. Patient's average rating of care scored from very poor to very good



Trust expected range summary

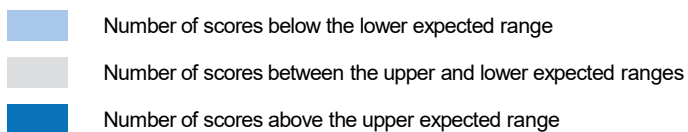
Data labels relate to the number of scores that fell below, within and above the expected range



Trust		Expected range classification		
RGT	Cambridge University Hospitals NHS Foundation Trust	0	50	11
RGP	James Paget University Hospitals NHS Foundation Trust	0	58	3
RGM	Royal Papworth Hospital NHS Foundation Trust	0	51	2
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	3	54	4
RQW	The Princess Alexandra Hospital NHS Trust	3	56	2
RC9	Bedfordshire Hospitals NHS Foundation Trust	3	57	1
RD8	Milton Keynes University Hospital NHS Foundation Trust	5	55	1
RGR	West Suffolk NHS Foundation Trust	4	57	0
RWG	West Hertfordshire Teaching Hospitals NHS Trust	7	53	1
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	9	52	0
RGN	North West Anglia NHS Foundation Trust	9	52	0
RDE	East Suffolk and North Essex NHS Foundation Trust	11	49	1
RAJ	Mid and South Essex NHS Foundation Trust	20	41	0
RWH	East and North Hertfordshire Teaching NHS Trust	27	34	0

ICB expected range summary

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



ICB		Expected range classification	
T6Y0W	NHS Norfolk And Suffolk Integrated Care Board	2	58
D7T5G	NHS Essex Integrated Care Board	8	53
S1Y5D	NHS Central East Integrated Care Board	9	52