

National Cancer Patient Experience Survey

2025 Results

Kent and Medway Cancer Alliance

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Executive summary

Questions above expected range

Kent and Medway 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	
Q03. Referral for diagnosis was explained in a way the patient could completely understand	63%	65%	71%	68%
Q09. Enough privacy was always given to the patient when receiving diagnostic test results	93%	94%	96%	95%
Q13. Patient was definitely told sensitively that they had cancer	72%	72%	78%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	85%	88%	86%
Q27. Staff provided the patient with relevant information on available support	90%	91%	94%	92%
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%	35%	48%	41%
Q56. The whole care team worked well together	87%	88%	91%	89%

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

2,615 patients responded out of a total of 5,671 patients, resulting in a response rate of 46%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	6,058	5,671	2,615	46%
National	143,951	134,285	64,268	48%

Respondents by survey mode

	Number of respondents
Paper	1,999
Online	613
Phone	3
Translation service	0
Total	2,615

Respondents by tumour group

	Number of respondents
Brain / CNS	5
Breast	736
Colorectal / LGT	279
Gynaecological	129
Haematological	330
Head and neck	61
Lung	172
Prostate	344
Sarcoma	15
Skin	117
Upper gastro	125
Urological	151
Other	151
Total	2,615

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	2,316
Irish	16
Gypsy or Irish Traveller	*
Roma	*
Any other White background	67
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	7
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	15
Pakistani	*
Bangladeshi	*
Chinese	14
Any other Asian background	16
Black / African / Caribbean / Black British	
African	27
Caribbean	10
Any other Black / African / Caribbean background	*
Other Ethnic Group	
Arab	*
Any other ethnic group	*
Not given	
Not given	118
Total	2,615

Expected range charts

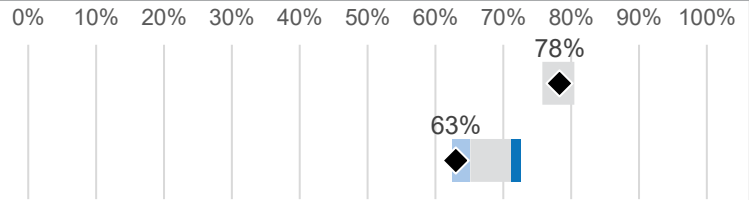
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

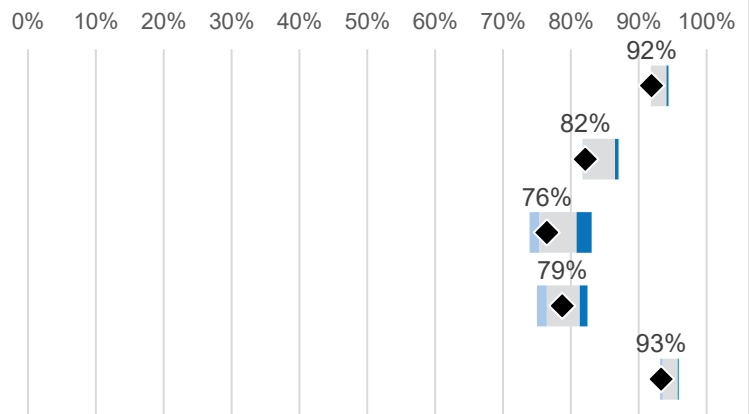
Q5. Patient received all the information needed about the diagnostic test in advance

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

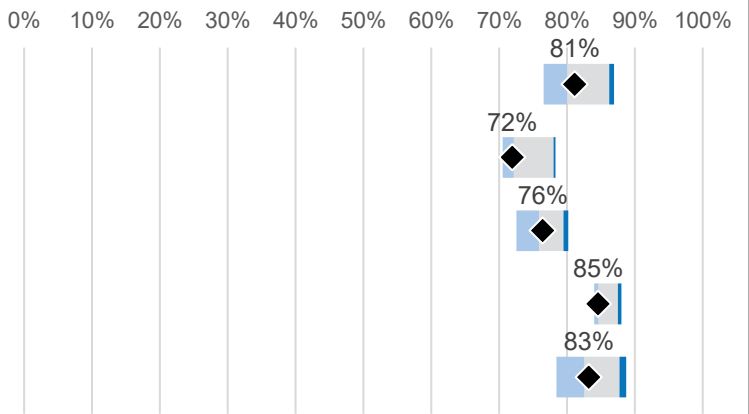
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

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

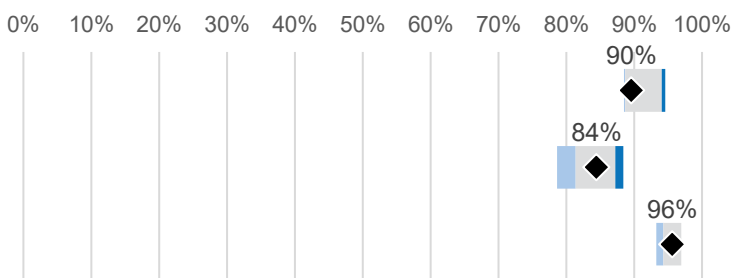


SUPPORT FROM A MAIN CONTACT PERSON

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

81%

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

79%

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

84%

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

58%

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

71%

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

90%

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

68%

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

77%

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

71%

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

71%

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

73%

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

64%

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

86%

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

86%

Expected range charts

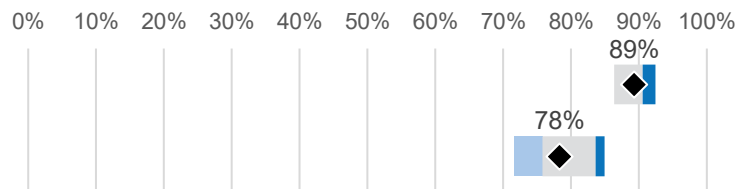
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

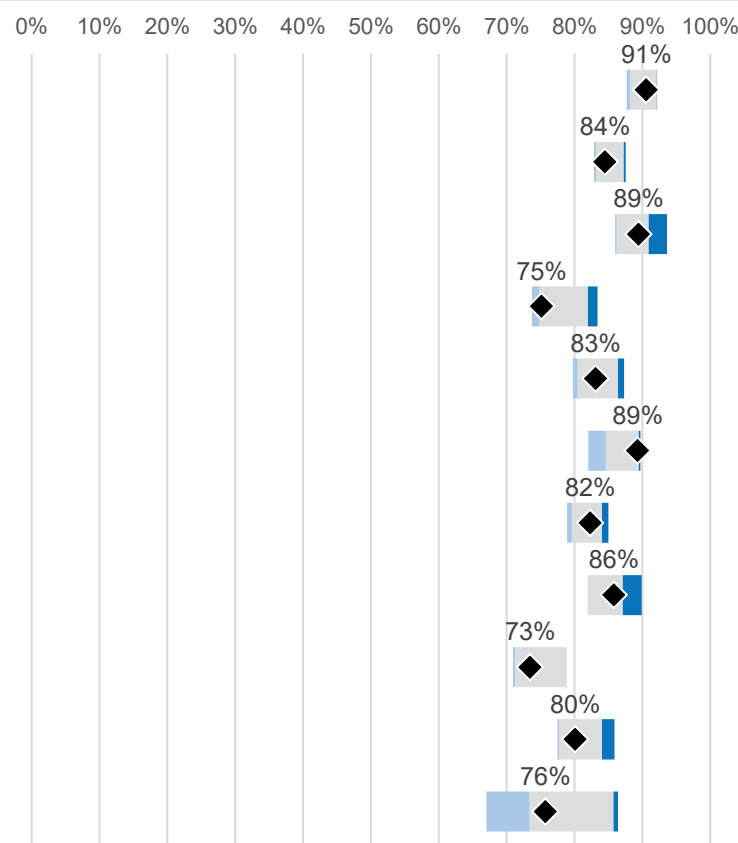
Q42_2. Patient completely had enough understandable information about their response to chemotherapy

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

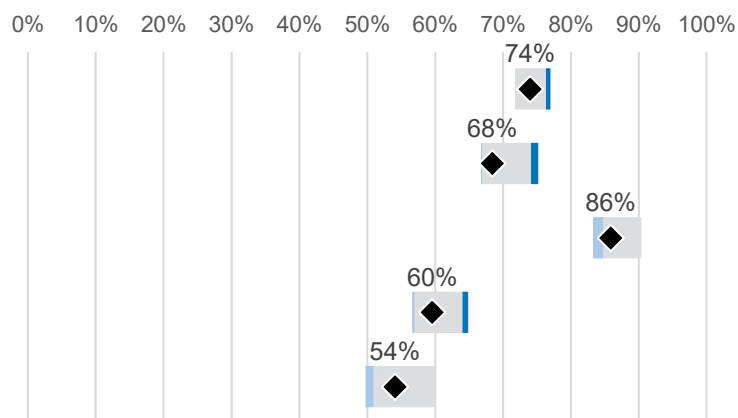
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

61%

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

51%

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

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%

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

29%

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

79%

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

66%

YOUR OVERALL NHS CARE

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

Q56. The whole care team worked well together

87%

Q57. Administration of care was very good or good

86%

Q58. Cancer research opportunities were discussed with patient

42%

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

8.9

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	1110	79%	1184	80%			78%	76%	80%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	1520	62%	1635	65%			63%	65%	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	1841	92%	1930	92%			92%	92%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1956	82%	2026	83%			82%	82%	86%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1959	76%	2032	77%		▽	76%	75%	81%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	1961	79%	2050	79%			79%	76%	81%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1958	94%	2045	94%			93%	94%	96%	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	2266	81%	2383	82%		△	81%	80%	86%	83%
Q13. Patient was definitely told sensitively that they had cancer	2443	74%	2568	73%			72%	72%	78%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	2453	75%	2579	77%			76%	76%	79%	78%
Q15. Patient was definitely told about their diagnosis in an appropriate place	2456	84%	2575	85%		△	85%	85%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	2137	82%	2260	84%		△	83%	83%	88%	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	2363	89%	2446	90%			90%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	1897	84%	1975	85%			84%	81%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	1998	95%	2072	96%			96%	94%	97%	96%

Comparability tables

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

- No score available.

▲ or ▼ Change 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	2291	80%	2416	82%			81%	80%	85%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	2428	77%	2560	79%			79%	78%	82%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	2122	82%	2239	84%		△	84%	83%	87%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	1366	54%	1370	58%			58%	54%	62%	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	2206	72%	2328	72%			71%	70%	76%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	1261	93%	1344	94%			94%	92%	96%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	992	98%	1073	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	2076	90%	2171	90%		△	90%	91%	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	2429	74%	2556	75%			75%	73%	80%	77%
Q29. Patient was offered information about how to get financial help or benefits	1337	69%	1275	68%			68%	67%	74%	71%

Comparability tables

* Indicates where a score is not available due to suppression or a low base size.	▲ or ▼ Change 2024-2025: Statistically significant increase or decrease between 2024 and 2025.	 Adjusted score below lower expected range
- 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

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	902	76%	896	77%			77%	75%	81%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	759	67%	742	71%		△	71%	68%	76%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	884	68%	885	71%			71%	68%	75%	72%
Q34. Patient was always able to get help from ward staff when needed	878	72%	869	73%			73%	70%	78%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	863	64%	846	64%			64%	62%	70%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	795	82%	767	86%			86%	82%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	898	86%	891	86%			86%	85%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	876	85%	878	89%	▲		89%	86%	91%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	2147	78%	2249	79%		△	78%	76%	84%	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	1123	91%	1198	91%			91%	88%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	1244	84%	1172	85%			84%	83%	87%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	707	87%	743	90%			89%	86%	91%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	458	79%	511	75%			75%	75%	82%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	564	82%	601	83%			83%	80%	86%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	1111	87%	1181	90%			89%	85%	89%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	1239	80%	1159	82%			82%	80%	84%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	709	83%	743	86%			86%	82%	87%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	457	76%	501	73%			73%	71%	79%	75%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	562	79%	589	80%			80%	78%	84%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	2396	77%	2513	76%			76%	73%	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	2349	74%	2471	74%			74%	72%	76%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	2252	69%	2362	69%			68%	67%	74%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1860	87%	1860	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	2229	59%	2333	60%			60%	57%	64%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1922	53%	2031	54%			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	1721	60%	1795	61%		△	61%	60%	68%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	931	47%	964	51%			51%	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	-	-	1576	41%			41%	40%	50%	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)	-	-	1543	35%			34%	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	506	30%	565	29%			29%	26%	40%	33%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	996	76%	1118	79%			79%	77%	83%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1912	62%	2027	65%		△	66%	61%	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	2322	89%	2447	87%			87%	88%	91%	89%
Q57. Administration of care was very good or good	2418	86%	2563	86%			86%	84%	89%	87%
Q58. Cancer research opportunities were discussed with patient	1472	39%	1490	41%			42%	38%	53%	45%
Q59. Patient's average rating of care scored from very poor to very good	2374	8.9	2503	8.9		△	8.9	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%	79%	82%	55%	88%	71%	84%	*	86%	78%	78%	67%	80%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	78%	64%	63%	52%	46%	52%	71%	*	69%	55%	54%	58%	65%

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	*	92%	91%	89%	94%	90%	95%	93%	92%	94%	89%	91%	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	85%	80%	85%	83%	74%	82%	83%	77%	82%	84%	78%	83%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	70%	80%	79%	83%	69%	83%	82%	64%	67%	80%	80%	70%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	82%	83%	81%	73%	75%	83%	81%	71%	79%	76%	78%	71%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	96%	92%	93%	89%	100%	96%	95%	93%	94%	92%	92%	89%	94%

FINDING OUT THAT YOU HAD CANCER						Tumour group								
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	86%	86%	78%	75%	84%	80%	84%	86%	76%	77%	77%	81%	82%
Q13. Patient was definitely told sensitively that they had cancer	*	77%	77%	72%	69%	75%	73%	77%	42%	71%	66%	66%	61%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	82%	79%	78%	66%	85%	77%	83%	54%	73%	70%	81%	66%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	89%	86%	81%	79%	89%	90%	90%	57%	82%	78%	87%	75%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	*	91%	83%	84%	76%	86%	77%	88%	82%	83%	80%	78%	77%	84%

Tumour group tables

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SUPPORT FROM A MAIN CONTACT PERSON														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q17. Patient had a main point of contact within the care team	*	89%	92%	90%	88%	89%	88%	94%	92%	94%	86%	82%	88%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	83%	86%	90%	85%	94%	91%	81%	90%	88%	82%	79%	84%	85%
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	96%	97%	96%	96%	99%	95%	92%	95%	95%	95%	94%	96%

DECIDING ON THE BEST TREATMENT														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q20. Treatment options were explained in a way the patient could completely understand	*	82%	81%	89%	77%	89%	87%	83%	100%	81%	81%	80%	80%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	76%	81%	87%	76%	71%	84%	82%	93%	83%	78%	83%	71%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	81%	89%	86%	83%	80%	91%	86%	93%	84%	90%	83%	77%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	58%	60%	66%	53%	70%	63%	62%	*	52%	47%	55%	43%	58%

CARE PLANNING														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	69%	77%	79%	67%	77%	76%	76%	80%	72%	70%	67%	66%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	93%	95%	97%	93%	100%	97%	95%	*	96%	92%	85%	96%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	100%	96%	98%	100%	99%	99%	*	100%	100%	100%	98%	99%

SUPPORT FROM HOSPITAL STAFF														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q27. Staff provided the patient with relevant information on available support	*	90%	93%	85%	89%	91%	92%	94%	100%	91%	90%	84%	85%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	69%	76%	78%	78%	76%	79%	83%	87%	76%	78%	73%	68%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	68%	67%	79%	71%	57%	78%	58%	*	62%	76%	55%	68%	68%

Tumour group tables

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HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	77%	76%	82%	84%	67%	79%	80%	82%	70%	75%	70%	73%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	69%	73%	79%	73%	73%	85%	74%	70%	65%	69%	64%	55%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	68%	69%	77%	69%	69%	72%	77%	73%	75%	78%	70%	58%	71%
Q34. Patient was always able to get help from ward staff when needed	*	69%	72%	77%	83%	73%	66%	81%	82%	63%	72%	71%	65%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	55%	66%	64%	75%	61%	64%	70%	82%	50%	63%	62%	64%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	*	85%	87%	82%	83%	84%	88%	89%	80%	89%	92%	84%	85%	86%
Q37. Patient was always treated with respect and dignity while in hospital	*	84%	83%	92%	85%	92%	89%	90%	100%	80%	83%	87%	81%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	89%	89%	96%	90%	86%	89%	92%	82%	79%	86%	88%	89%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	76%	81%	76%	78%	86%	81%	85%	90%	81%	78%	75%	77%	79%

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%	91%	96%	93%	82%	98%	91%	92%	93%	83%	90%	90%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	81%	91%	89%	81%	94%	85%	91%	*	*	85%	89%	83%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	90%	92%	90%	90%	89%	86%	90%	*	*	90%	94%	87%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	71%	*	*	*	*	*	88%	*	*	*	*	83%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	79%	89%	88%	83%	90%	86%	100%	*	82%	68%	87%	87%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	89%	90%	96%	92%	87%	95%	86%	83%	91%	88%	88%	88%	90%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	79%	83%	91%	78%	94%	85%	85%	*	*	84%	89%	81%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	84%	92%	90%	89%	89%	82%	87%	*	*	90%	88%	85%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	70%	*	*	*	*	*	83%	*	*	*	*	78%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	75%	92%	83%	80%	90%	85%	80%	*	70%	71%	85%	87%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	71%	77%	72%	72%	81%	80%	88%	67%	76%	73%	82%	79%	76%

Tumour group tables

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

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	71%	79%	80%	69%	72%	75%	80%	80%	72%	69%	81%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	64%	74%	73%	65%	69%	74%	70%	73%	74%	64%	77%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	84%	88%	89%	85%	86%	90%	90%	87%	89%	83%	82%	84%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	55%	64%	71%	54%	69%	57%	72%	67%	58%	50%	63%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	51%	56%	57%	49%	69%	53%	68%	60%	53%	43%	52%	53%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	53%	68%	72%	60%	70%	60%	65%	93%	64%	53%	63%	59%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	48%	53%	52%	44%	68%	56%	59%	*	44%	45%	47%	48%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	*	42%	43%	41%	39%	32%	38%	48%	*	44%	39%	38%	35%
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%	50%	45%	23%	48%	38%	38%	*	26%	41%	35%	28%

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	*	28%	28%	29%	15%	35%	30%	29%	*	12%	39%	39%	37%	29%														
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	74%	83%	86%	75%	79%	77%	83%	*	79%	84%	88%	82%	79%														
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	61%	68%	66%	71%	60%	61%	67%	67%	79%	53%	72%	56%	65%														

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	*	86%	88%	88%	82%	89%	89%	92%	100%	86%	88%	87%	85%	87%															
Q57. Administration of care was very good or good	*	85%	84%	88%	85%	90%	87%	88%	80%	84%	84%	86%	87%	86%															
Q58. Cancer research opportunities were discussed with patient	*	32%	41%	48%	53%	32%	43%	44%	70%	48%	46%	32%	41%	41%															
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	8.9	9.1	8.9	9	9.1	8.9	9.2	9	8.8	8.9	8.8	8.9															

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	76%	85%	80%	75%	84%	88%	80%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	66%	76%	63%	65%	63%	64%	65%

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	*	*	90%	94%	93%	93%	91%	91%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	81%	79%	82%	85%	83%	81%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	57%	69%	74%	77%	81%	82%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	76%	72%	78%	81%	80%	84%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	95%	94%	90%	94%	96%	96%	94%

FINDING OUT THAT YOU HAD CANCER									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	45%	80%	81%	81%	82%	83%	82%	82%
Q13. Patient was definitely told sensitively that they had cancer	*	67%	60%	69%	71%	72%	76%	79%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	42%	71%	73%	75%	78%	79%	81%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	58%	70%	80%	83%	85%	90%	88%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	*	83%	84%	90%	86%	85%	82%	74%	84%

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	*	73%	77%	88%	89%	91%	90%	84%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	82%	84%	83%	84%	87%	83%	85%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	95%	93%	95%	95%	97%	96%	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	*	64%	74%	74%	82%	82%	84%	83%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	50%	60%	71%	75%	82%	81%	83%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	70%	70%	76%	81%	85%	89%	87%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	55%	53%	61%	60%	56%	47%	58%

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	*	50%	67%	66%	70%	73%	74%	72%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	86%	92%	92%	94%	95%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	92%	98%	99%	99%	99%	100%	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	*	85%	85%	92%	90%	90%	91%	86%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	62%	68%	65%	70%	75%	80%	79%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	62%	68%	70%	69%	68%	68%	52%	68%

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	*	*	67%	63%	76%	78%	82%	80%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	62%	62%	77%	70%	73%	64%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	63%	60%	69%	74%	73%	67%	71%
Q34. Patient was always able to get help from ward staff when needed	*	*	75%	58%	72%	78%	74%	70%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	65%	55%	64%	69%	62%	56%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	83%	77%	84%	89%	89%	84%	86%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	88%	83%	84%	89%	85%	86%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	96%	88%	92%	86%	91%	97%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	55%	69%	74%	76%	81%	81%	77%	79%

Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	84%	84%	92%	94%	91%	98%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	91%	81%	83%	86%	85%	81%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	92%	83%	91%	90%	92%	93%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	58%	69%	75%	75%	82%	76%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	79%	80%	86%	86%	80%	82%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	90%	84%	90%	91%	91%	93%	90%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	91%	81%	84%	82%	81%	77%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	92%	79%	87%	86%	89%	85%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	61%	60%	77%	71%	82%	73%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	86%	75%	77%	83%	79%	81%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	62%	58%	73%	75%	79%	76%	76%	76%

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	*	62%	79%	77%	77%	73%	74%	67%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	46%	63%	66%	66%	70%	70%	66%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	85%	94%	85%	86%	88%	86%	73%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	38%	56%	61%	60%	61%	58%	59%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	25%	40%	52%	55%	57%	54%	46%	54%

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	*	*	51%	56%	59%	60%	64%	63%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	38%	49%	50%	50%	53%	51%	51%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	*	36%	45%	40%	44%	39%	40%	47%	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)	*	*	50%	49%	38%	34%	32%	22%	35%

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	*	*	26%	26%	32%	32%	25%	15%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	72%	72%	78%	82%	81%	73%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	40%	48%	54%	66%	65%	69%	73%	65%

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	*	77%	80%	86%	86%	87%	88%	89%	87%
Q57. Administration of care was very good or good	*	69%	82%	84%	84%	87%	87%	85%	86%
Q58. Cancer research opportunities were discussed with patient	*	60%	43%	38%	42%	42%	39%	45%	41%
Q59. Patient's average rating of care scored from very poor to very good	*	7.8	8.4	8.6	8.8	9	9	8.9	8.9

‘Which of the following best describes you?’ tables

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

SUPPORT FROM YOUR GP PRACTICE

Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	82%	77%	*	*	*	92%	80%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	61%	*	*	*	73%	65%

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%	92%	*	*	*	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	81%	*	*	*	85%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	80%	*	*	*	75%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	79%	*	*	*	78%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	94%	*	*	*	95%	94%

FINDING OUT THAT YOU HAD CANCER

Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	81%	83%	*	*	*	78%	82%
Q13. Patient was definitely told sensitively that they had cancer	73%	73%	*	*	*	73%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	77%	*	*	*	77%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	86%	*	*	*	89%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	84%	*	*	*	85%	84%

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	89%	91%	*	*	*	87%	90%
Q18. Patient found it very or quite easy to contact their main contact person	86%	83%	*	*	*	82%	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	95%	*	*	*	98%	96%

‘Which of the following best describes you?’ tables

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

DECIDING ON THE BEST TREATMENT							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	81%	*	*	*	82%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	80%	*	*	*	81%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	87%	*	*	*	84%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	60%	*	*	*	57%	58%

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%	*	*	*	73%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	95%	*	*	*	97%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	*	*	*	96%	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	88%	93%	*	*	*	91%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	80%	*	*	*	82%	75%
Q29. Patient was offered information about how to get financial help or benefits	68%	68%	*	*	*	66%	68%

‘Which of the following best describes you?’ tables

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

HOSPITAL CARE							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	73%	81%	*	*	*	94%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	76%	*	*	*	86%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	74%	*	*	*	76%	71%
Q34. Patient was always able to get help from ward staff when needed	69%	77%	*	*	*	93%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	59%	70%	*	*	*	76%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	89%	*	*	*	93%	86%
Q37. Patient was always treated with respect and dignity while in hospital	83%	89%	*	*	*	94%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	90%	*	*	*	76%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	83%	*	*	*	79%	79%

YOUR TREATMENT							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	91%	*	*	*	96%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	88%	*	*	*	88%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	91%	*	*	*	81%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	71%	85%	*	*	*	64%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	84%	*	*	*	83%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	90%	89%	*	*	*	89%	90%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	84%	*	*	*	88%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	90%	*	*	*	81%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	70%	81%	*	*	*	64%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	78%	82%	*	*	*	78%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	72%	82%	*	*	*	73%	76%

‘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	72%	76%	*	*	*	78%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	70%	*	*	*	71%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	87%	*	*	*	87%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	64%	*	*	*	68%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	58%	*	*	*	62%	54%

SUPPORT WHILE AT HOME							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	55%	68%	*	*	*	74%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	55%	*	*	*	46%	51%

CARE FROM YOUR GP PRACTICE							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	40%	41%	*	*	*	52%	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)	37%	32%	*	*	*	31%	35%

LIVING WITH AND BEYOND CANCER							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	31%	*	*	*	7%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	84%	*	*	*	68%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	69%	*	*	*	71%	65%

‘Which of the following best describes you?’ tables

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

YOUR OVERALL NHS CARE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	86%	89%	*	*	*	88%	87%
Q57. Administration of care was very good or good	85%	88%	*	*	*	85%	86%
Q58. Cancer research opportunities were discussed with patient	38%	45%	*	*	*	36%	41%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9	*	*	*	8.8	8.9

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	*	73%	88%	*	84%	80%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	*	79%	58%	*	65%	65%

DIAGNOSTIC TESTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q5. Patient received all the information needed about the diagnostic test in advance	92%	77%	97%	93%	*	95%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	85%	86%	73%	*	90%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	62%	73%	71%	*	78%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	85%	79%	70%	*	81%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	92%	97%	90%	*	96%	94%

FINDING OUT THAT YOU HAD CANCER	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	92%	83%	77%	*	80%	82%
Q13. Patient was definitely told sensitively that they had cancer	73%	87%	72%	81%	*	73%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	88%	82%	81%	*	77%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	88%	87%	84%	*	90%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	86%	87%	97%	*	85%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q17. Patient had a main point of contact within the care team	90%	93%	98%	91%	*	89%	90%
Q18. Patient found it very or quite easy to contact their main contact person	85%	93%	89%	73%	*	81%	85%
Q19. Patient found advice from main contact person was very or quite helpful	95%	100%	97%	97%	*	99%	96%

DECIDING ON THE BEST TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q20. Treatment options were explained in a way the patient could completely understand	82%	94%	98%	82%	*	76%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	94%	86%	81%	*	78%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	94%	88%	71%	*	83%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	58%	70%	58%	41%	*	60%	58%

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	72%	80%	70%	60%	*	68%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	80%	100%	77%	*	92%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	100%	100%	*	98%	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	90%	100%	97%	89%	*	92%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	88%	75%	68%	*	83%	75%
Q29. Patient was offered information about how to get financial help or benefits	68%	83%	61%	77%	*	61%	68%

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	77%	*	75%	69%	*	88%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	70%	*	77%	80%	*	87%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	*	81%	75%	*	65%	71%
Q34. Patient was always able to get help from ward staff when needed	72%	*	87%	73%	*	84%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	*	75%	63%	*	62%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	*	100%	80%	*	95%	86%
Q37. Patient was always treated with respect and dignity while in hospital	86%	*	94%	88%	*	88%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	*	88%	87%	*	80%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	85%	78%	67%	*	80%	79%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	*	96%	80%	*	92%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	*	95%	95%	*	90%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	*	92%	91%	*	88%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	*	*	*	*	71%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	*	*	*	*	84%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	89%	*	96%	86%	*	89%	90%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	*	84%	89%	*	90%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	86%	*	92%	80%	*	85%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	73%	*	*	*	*	72%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	80%	*	*	*	*	80%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	81%	80%	81%	*	74%	76%

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	74%	75%	79%	69%	*	79%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	81%	70%	64%	*	73%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	79%	84%	81%	*	86%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	69%	75%	61%	*	63%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	64%	67%	48%	*	61%	54%

SUPPORT WHILE AT HOME	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	80%	63%	50%	*	72%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	60%	61%	21%	*	51%	51%

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	40%	70%	50%	28%	*	48%	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%	*	39%	43%	*	34%	35%

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	29%	*	36%	18%	*	17%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	*	81%	57%	*	65%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	57%	71%	48%	*	71%	65%

YOUR OVERALL NHS CARE							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	87%	94%	90%	86%	*	87%	87%
Q57. Administration of care was very good or good	86%	88%	89%	95%	*	85%	86%
Q58. Cancer research opportunities were discussed with patient	41%	33%	45%	54%	*	35%	41%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.2	8.8	8.5	*	8.9	8.9

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE		IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	76%	82%	82%	79%	80%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	60%	65%	63%	71%	65%

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	89%	94%	92%	91%	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	82%	84%	83%	81%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	77%	78%	75%	74%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	77%	79%	81%	81%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	94%	94%	94%	92%	94%

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	82%	81%	83%	84%	78%	82%
Q13. Patient was definitely told sensitively that they had cancer	71%	72%	72%	76%	71%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	77%	79%	78%	76%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	85%	86%	86%	85%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	87%	84%	85%	81%	84%

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	88%	91%	90%	91%	87%	90%
Q18. Patient found it very or quite easy to contact their main contact person	85%	84%	84%	86%	83%	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	94%	97%	95%	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%	81%	84%	81%	82%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	79%	81%	79%	78%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	76%	87%	86%	84%	84%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	57%	62%	56%	56%	58%

CARE PLANNING						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	74%	71%	71%	72%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	94%	94%	93%	94%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	99%	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	89%	93%	91%	89%	89%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	75%	78%	76%	69%	75%
Q29. Patient was offered information about how to get financial help or benefits	63%	72%	69%	66%	67%	68%

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	75%	81%	78%	77%	73%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	80%	78%	67%	64%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	74%	72%	71%	69%	71%
Q34. Patient was always able to get help from ward staff when needed	65%	77%	75%	73%	71%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	67%	68%	62%	60%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	78%	89%	91%	83%	83%	86%
Q37. Patient was always treated with respect and dignity while in hospital	86%	88%	86%	87%	83%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	82%	90%	91%	89%	91%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	79%	81%	80%	75%	79%

IMD quintile tables

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

YOUR TREATMENT	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	95%	92%	93%	84%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	81%	86%	85%	85%	84%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	85%	94%	89%	89%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	73%	73%	74%	77%	76%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	89%	85%	84%	81%	81%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	92%	91%	92%	83%	90%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	85%	84%	84%	82%	78%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	92%	84%	87%	86%	84%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	78%	63%	73%	78%	74%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	86%	78%	79%	78%	84%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	79%	76%	74%	74%	76%

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	76%	74%	75%	73%	74%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	71%	69%	68%	66%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	88%	86%	85%	87%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	62%	60%	59%	59%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55%	54%	60%	52%	50%	54%

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	56%	64%	62%	60%	58%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	39%	50%	57%	48%	52%	51%

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	38%	41%	42%	41%	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)	44%	34%	40%	27%	34%	35%

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	28%	35%	28%	31%	23%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	81%	83%	78%	77%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	64%	66%	65%	66%	65%

YOUR OVERALL NHS CARE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	86%	88%	89%	85%	87%	87%
Q57. Administration of care was very good or good	84%	89%	86%	86%	83%	86%
Q58. Cancer research opportunities were discussed with patient	49%	42%	40%	42%	36%	41%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9	9	8.9	8.8	8.9

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE		Long-term condition status		
	Yes	No	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	82%	84%	80%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	69%	75%	65%

DIAGNOSTIC TESTS		Long-term condition status		
	Yes	No	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	94%	91%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	85%	87%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	75%	76%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	81%	79%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	93%	94%	94%

FINDING OUT THAT YOU HAD CANCER		Long-term condition status		
	Yes	No	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	82%	78%	82%
Q13. Patient was definitely told sensitively that they had cancer	74%	72%	67%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	79%	74%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	85%	87%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	86%	84%	84%

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	89%	91%	87%	90%
Q18. Patient found it very or quite easy to contact their main contact person	84%	85%	84%	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	95%	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	81%	83%	82%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	80%	76%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	85%	79%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	63%	59%	58%

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	73%	70%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	95%	90%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	98%	99%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	94%	88%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	78%	77%	75%
Q29. Patient was offered information about how to get financial help or benefits	66%	73%	58%	68%

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	74%	82%	75%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	76%	64%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	76%	64%	71%
Q34. Patient was always able to get help from ward staff when needed	69%	80%	73%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	71%	67%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	88%	77%	86%
Q37. Patient was always treated with respect and dignity while in hospital	84%	90%	83%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	90%	83%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	81%	85%	79%

Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	92%	93%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	88%	83%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	91%	84%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	73%	71%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	83%	79%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	92%	89%	90%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	84%	83%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	86%	87%	81%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	76%	69%	71%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	80%	81%	75%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	76%	74%	76%

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	71%	80%	79%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	71%	71%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	90%	87%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	64%	63%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	59%	57%	54%

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	58%	65%	69%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	59%	52%	51%

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	38%	46%	45%	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)	33%	39%	34%	35%

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	26%	38%	19%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	84%	74%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	67%	67%	65%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	85%	90%	90%	87%
Q57. Administration of care was very good or good	84%	89%	81%	86%
Q58. Cancer research opportunities were discussed with patient	40%	43%	35%	41%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9	8.7	8.9

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	81%	79%	74%	82%	84%	80%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	57%	59%	69%	75%	65%

DIAGNOSTIC TESTS	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	90%	93%	94%	91%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	82%	78%	85%	87%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	77%	79%	75%	76%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	78%	78%	81%	79%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	95%	96%	93%	94%	94%

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	81%	81%	88%	82%	78%	82%
Q13. Patient was definitely told sensitively that they had cancer	74%	73%	73%	72%	67%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	77%	77%	79%	74%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	87%	89%	85%	87%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	82%	87%	86%	84%	84%

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	90%	87%	91%	91%	87%	90%
Q18. Patient found it very or quite easy to contact their main contact person	85%	84%	84%	85%	84%	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	97%	95%	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	82%	82%	77%	83%	82%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	80%	75%	80%	76%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	84%	85%	85%	79%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	55%	54%	63%	59%	58%

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%	71%	68%	73%	70%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	93%	92%	95%	90%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	98%	98%	99%	98%	99%

SUPPORT FROM HOSPITAL STAFF	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	86%	89%	94%	88%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	72%	71%	78%	77%	75%
Q29. Patient was offered information about how to get financial help or benefits	70%	65%	60%	73%	58%	68%

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%	71%	82%	75%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	71%	66%	76%	64%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	72%	63%	76%	64%	71%
Q34. Patient was always able to get help from ward staff when needed	70%	72%	63%	80%	73%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	62%	54%	71%	67%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	88%	83%	88%	77%	86%
Q37. Patient was always treated with respect and dignity while in hospital	85%	83%	82%	90%	83%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	91%	84%	90%	83%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	78%	74%	81%	85%	79%

YOUR TREATMENT	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	92%	91%	92%	93%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	83%	82%	88%	83%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	91%	88%	91%	84%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	72%	78%	73%	71%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	84%	86%	83%	79%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	89%	87%	92%	89%	90%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	83%	82%	84%	83%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	88%	87%	87%	81%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	79%	69%	76%	69%	71%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	83%	79%	74%	81%	75%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	74%	76%	76%	74%	76%

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					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	70%	67%	80%	79%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	67%	64%	71%	71%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	85%	81%	90%	87%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	60%	56%	52%	64%	63%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	50%	48%	59%	57%	54%

SUPPORT WHILE AT HOME	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	58%	59%	56%	65%	69%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	46%	48%	59%	52%	51%

CARE 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
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	40%	37%	36%	46%	45%	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%	31%	33%	39%	34%	35%

LIVING WITH AND BEYOND 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
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	27%	27%	23%	38%	19%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	79%	66%	84%	74%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	64%	58%	67%	67%	65%

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	87%	85%	81%	90%	90%	87%
Q57. Administration of care was very good or good	86%	85%	79%	89%	81%	86%
Q58. Cancer research opportunities were discussed with patient	43%	40%	32%	43%	35%	41%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.9	8.7	9	8.7	8.9

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.

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	70%	77%	88%	77%	80%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	58%	69%	52%	65%

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%	91%	91%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	76%	81%	84%	82%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	76%	81%	79%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	77%	83%	78%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	93%	97%	92%	94%

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	82%	81%	84%	84%	82%
Q13. Patient was definitely told sensitively that they had cancer	70%	72%	76%	78%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	77%	79%	74%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	85%	86%	83%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	83%	86%	75%	84%

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	88%	89%	90%	94%	90%
Q18. Patient found it very or quite easy to contact their main contact person	82%	84%	85%	88%	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	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	79%	82%	83%	78%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	74%	79%	81%	80%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	84%	87%	89%	84%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	53%	60%	51%	58%

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

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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	70%	70%	73%	68%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	89%	96%	94%	91%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	98%	100%	97%	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	84%	89%	91%	91%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	72%	75%	78%	75%
Q29. Patient was offered information about how to get financial help or benefits	61%	69%	67%	69%	68%

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%	80%	71%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	65%	72%	68%	71%	71%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	65%	66%	75%	71%	71%
Q34. Patient was always able to get help from ward staff when needed	61%	68%	76%	71%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	52%	60%	68%	56%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	80%	86%	86%	93%	86%
Q37. Patient was always treated with respect and dignity while in hospital	79%	83%	88%	87%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	88%	92%	92%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	71%	76%	84%	75%	79%

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	92%	91%	86%	92%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	78%	85%	86%	78%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	89%	91%	95%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	69%	83%	75%	73%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	86%	82%	87%	72%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	94%	87%	87%	84%	90%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	83%	82%	77%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	81%	89%	86%	84%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	68%	80%	76%	73%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	84%	77%	83%	75%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	74%	78%	83%	76%

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	70%	68%	74%	72%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	66%	70%	65%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	78%	85%	87%	85%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	51%	56%	61%	64%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	45%	51%	57%	55%	54%

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	53%	56%	64%	62%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	40%	49%	50%	61%	51%

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	36%	35%	46%	34%	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)	29%	33%	36%	32%	35%

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	21%	28%	23%	42%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	66%	77%	81%	81%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	64%	67%	65%	65%

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	80%	84%	89%	88%	87%
Q57. Administration of care was very good or good	76%	83%	89%	91%	86%
Q58. Cancer research opportunities were discussed with patient	39%	42%	38%	42%	41%
Q59. Patient's average rating of care scored from very poor to very good	8.5	8.9	9	9	8.9

Year on year charts

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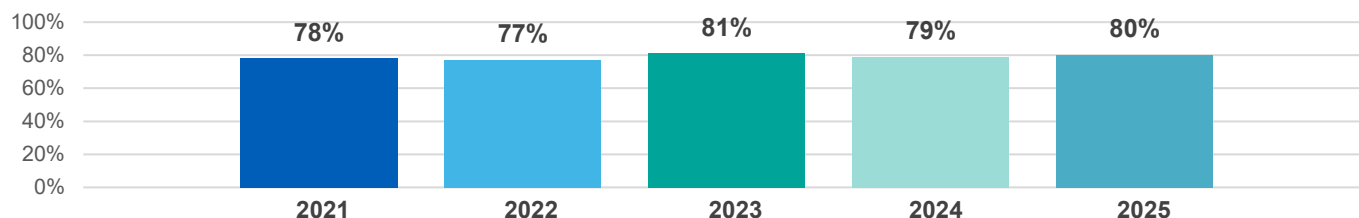
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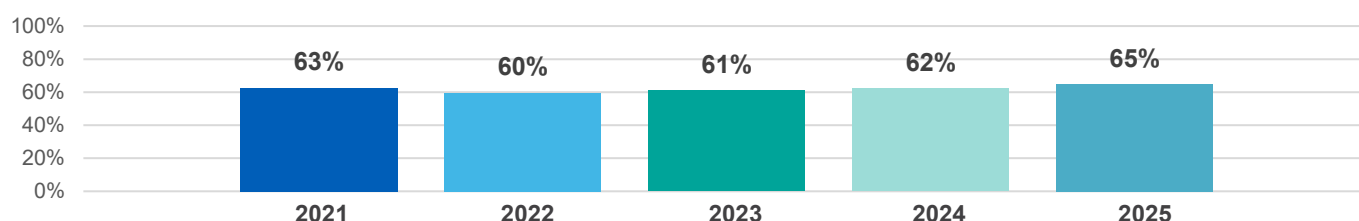
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SUPPORT FROM YOUR GP PRACTICE

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

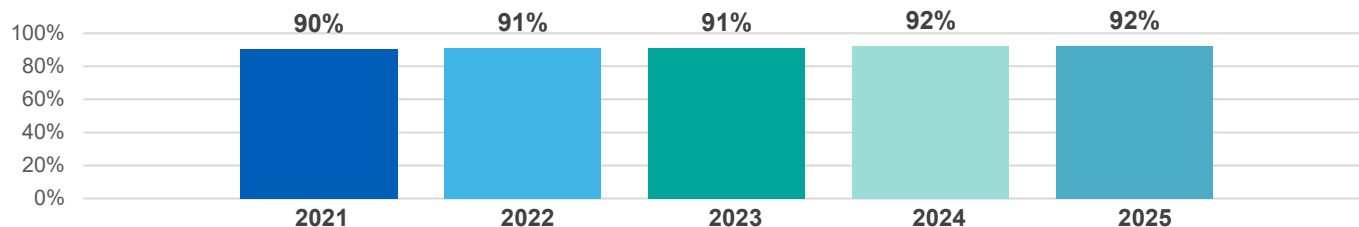


Q3. Referral for diagnosis was explained in a way the patient could completely understand

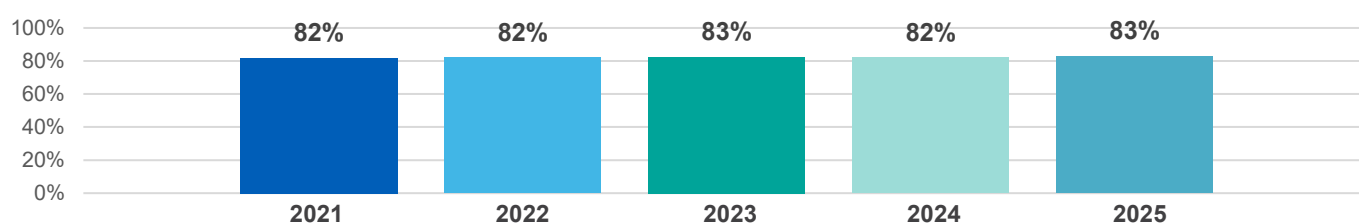


DIAGNOSTIC TESTS

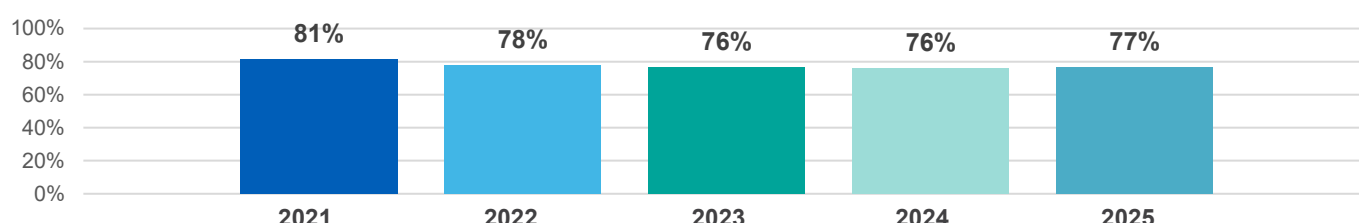
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



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Year on year charts

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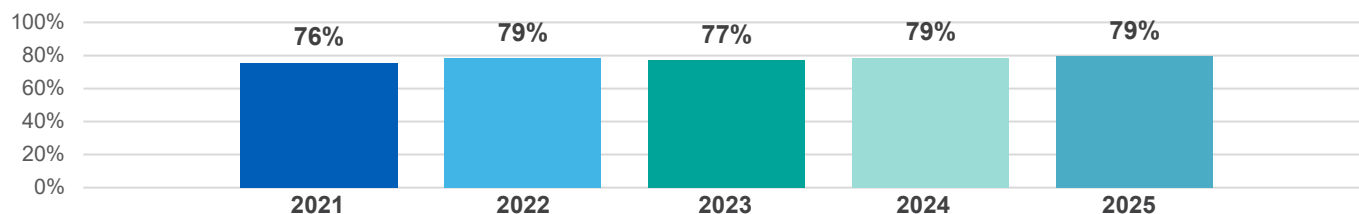
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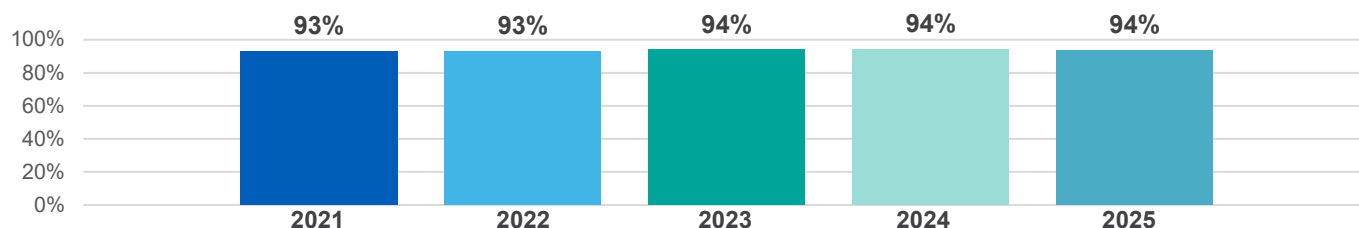
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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

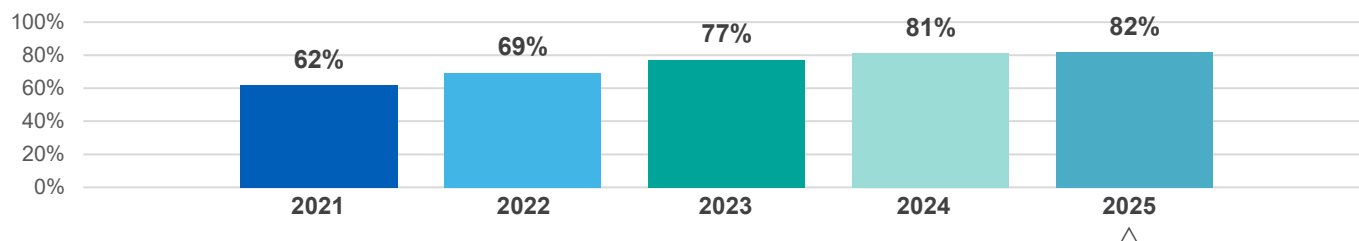


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

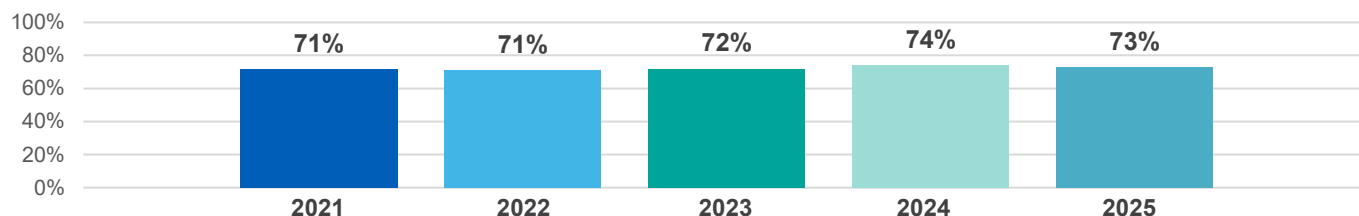


FINDING OUT THAT YOU HAD CANCER

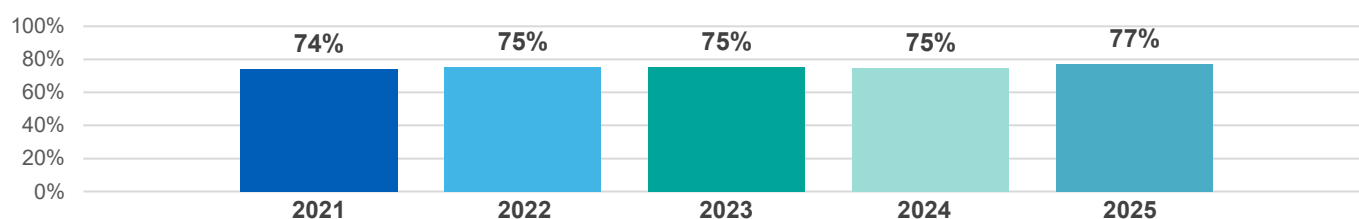
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



Year on year charts

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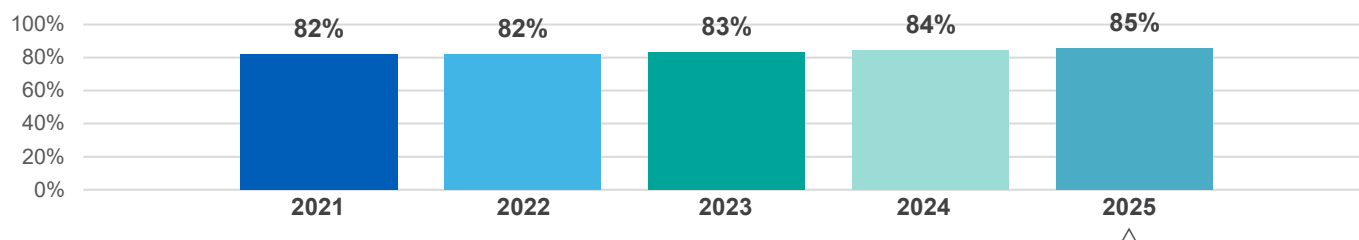
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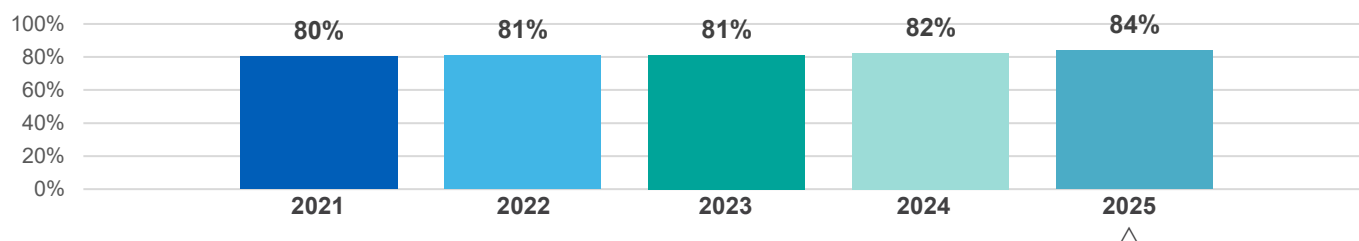
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

- No score available.

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

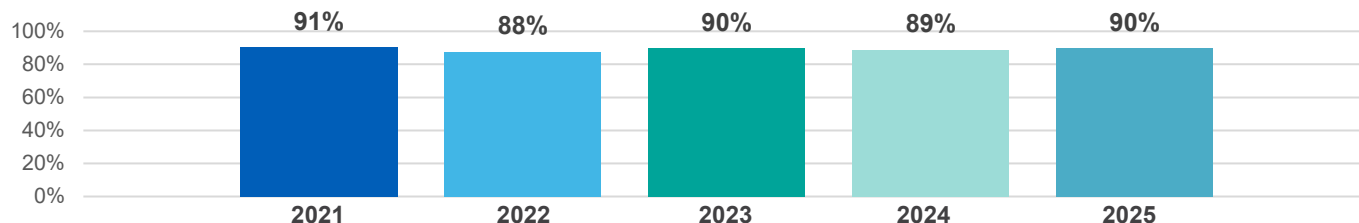


Q16. Patient was told they could go back later for more information about their diagnosis

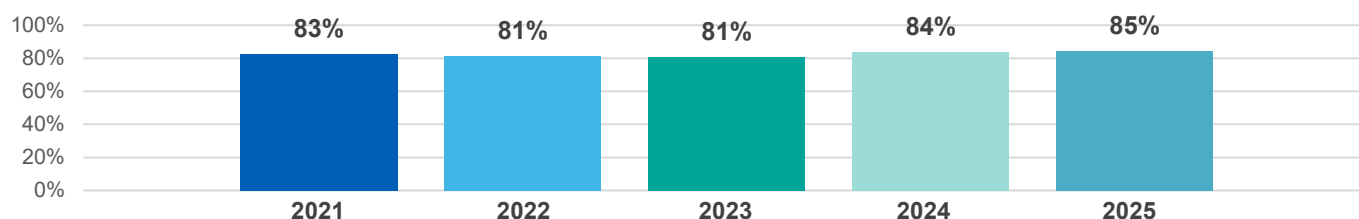


SUPPORT FROM A MAIN CONTACT PERSON

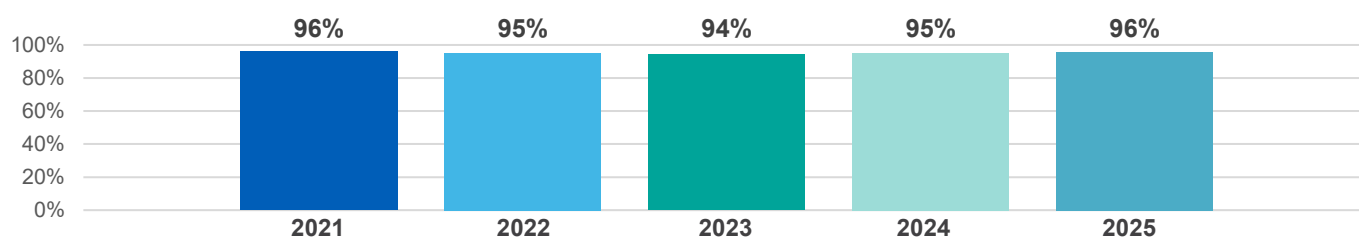
Q17. Patient had a main point of contact within the care team



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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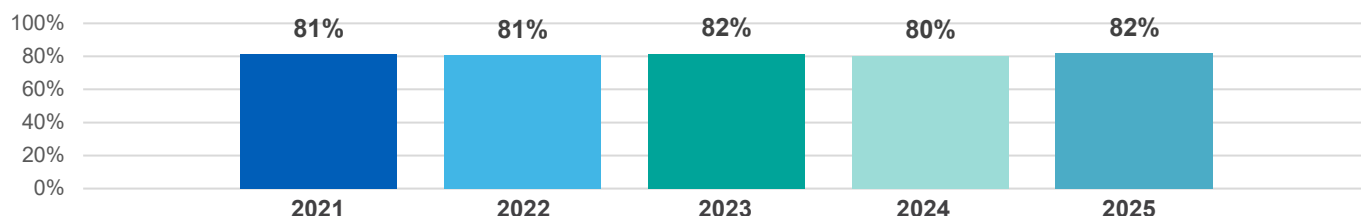
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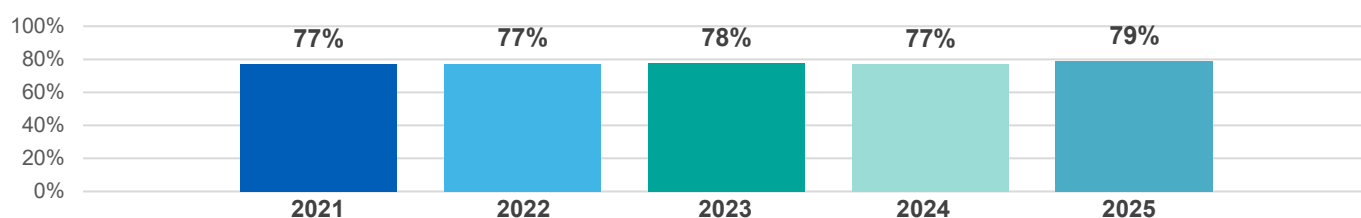
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DECIDING ON THE BEST TREATMENT

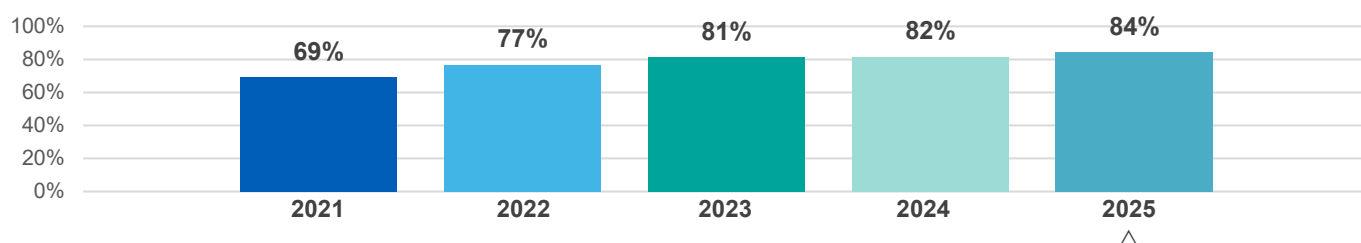
Q20. Treatment options were explained in a way the patient could completely understand



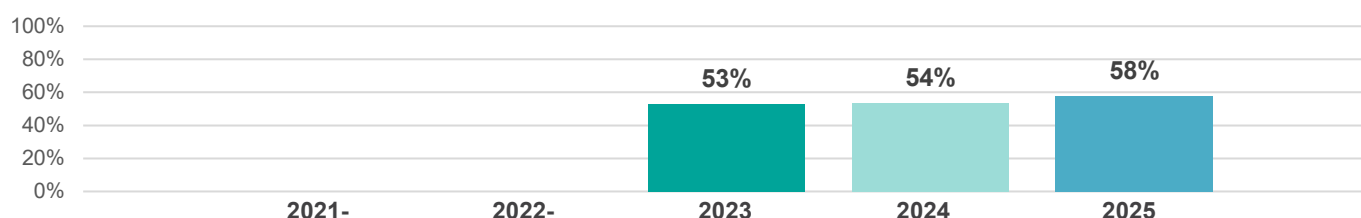
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

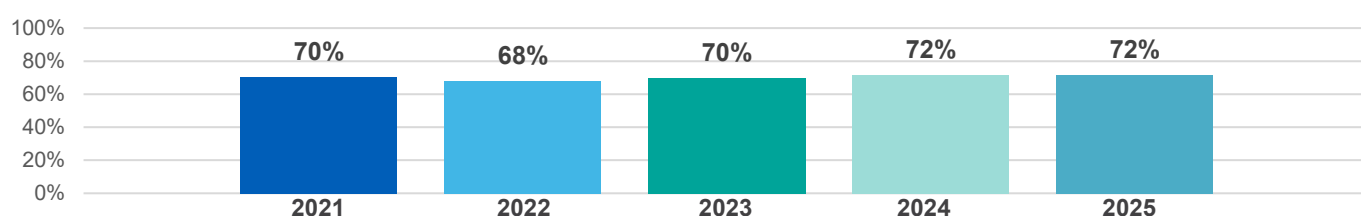


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



Year on year charts

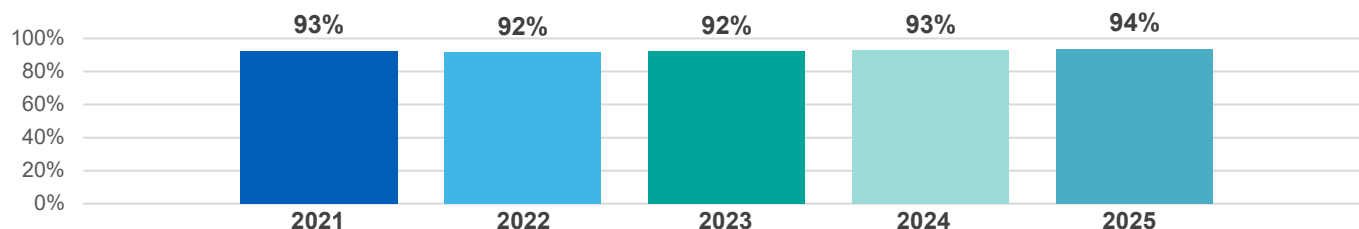
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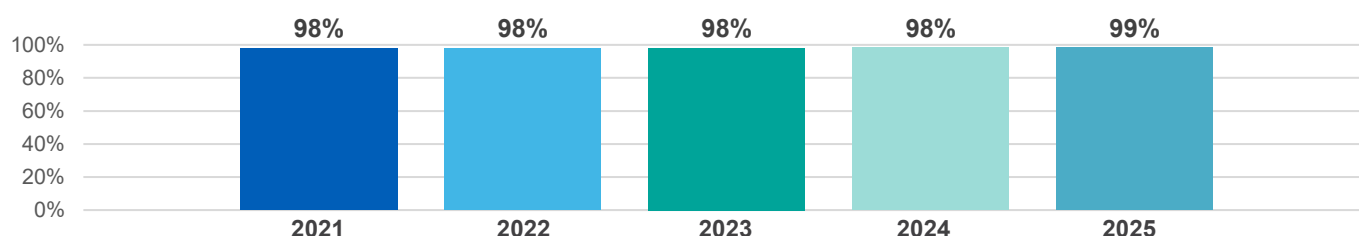
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△ or ▽ Statistically significant increase or decrease from 2021 to 2025

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

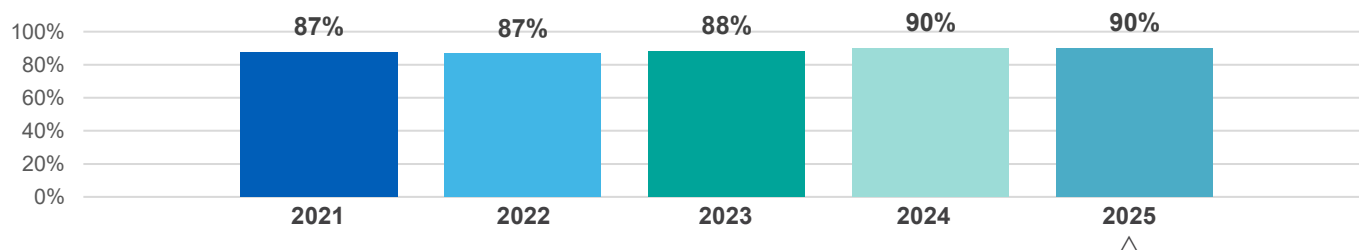


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

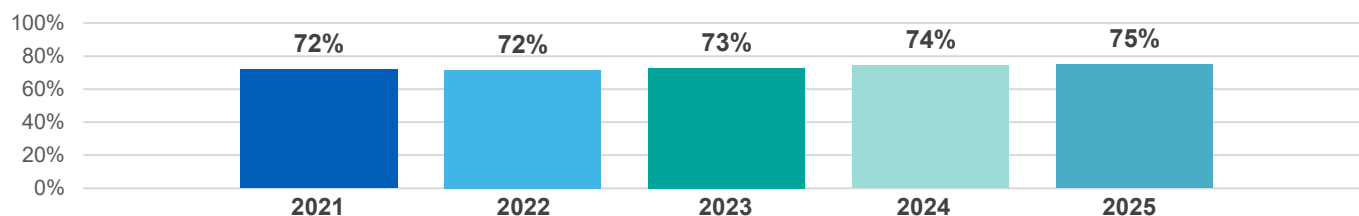


SUPPORT FROM HOSPITAL STAFF

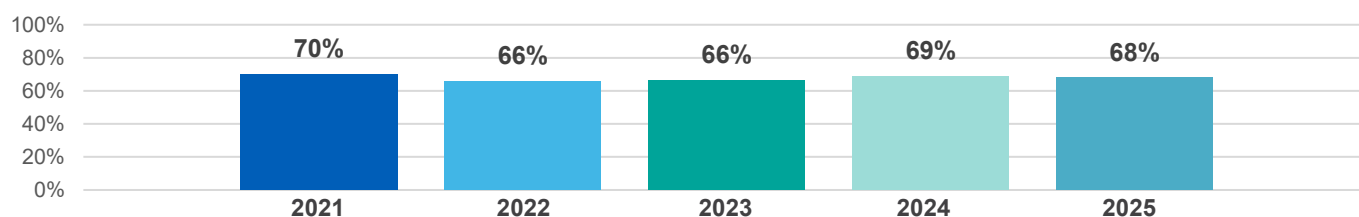
Q27. Staff provided the patient with relevant information on available support



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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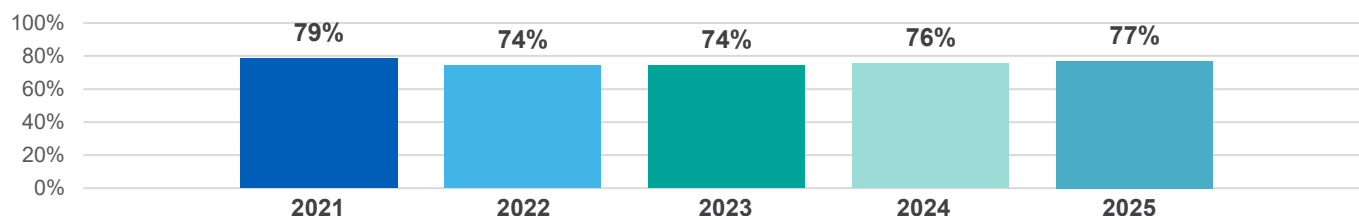
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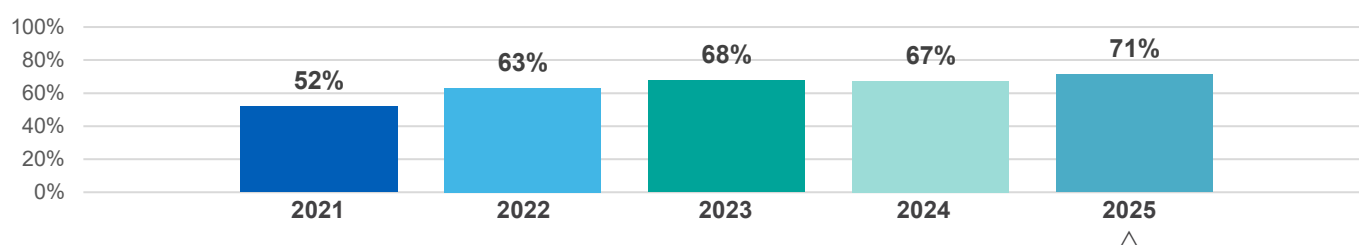
- No score available.

HOSPITAL CARE

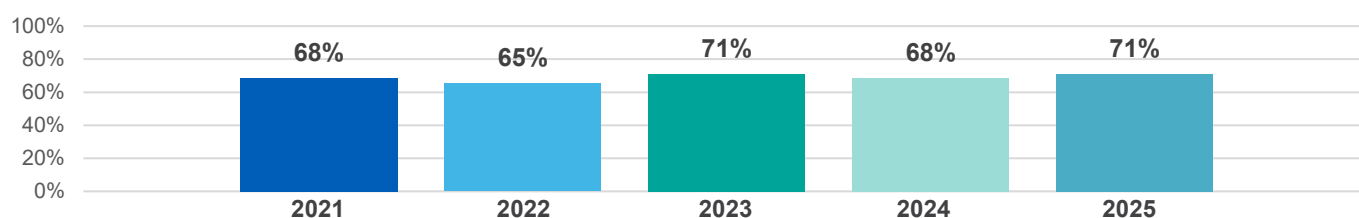
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



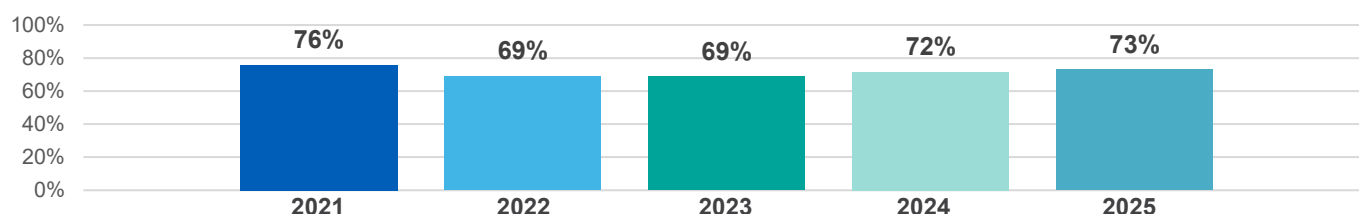
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



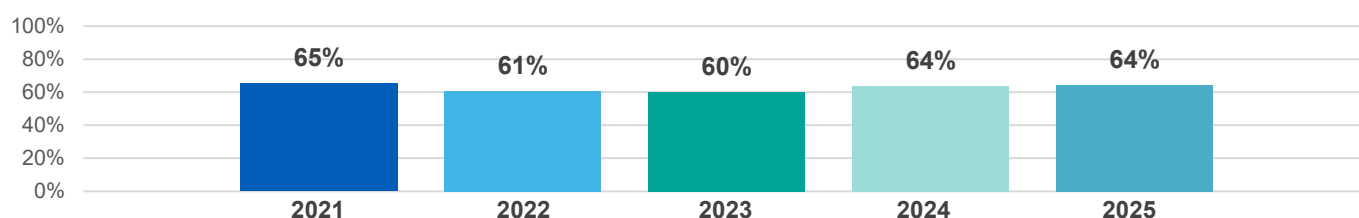
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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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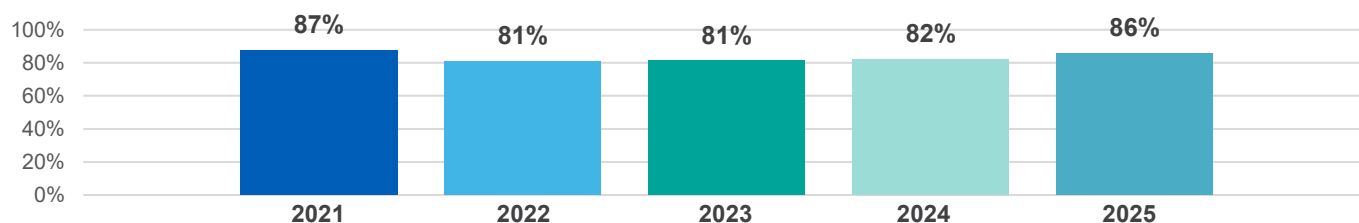
The scores are unadjusted and based on England scores only.

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

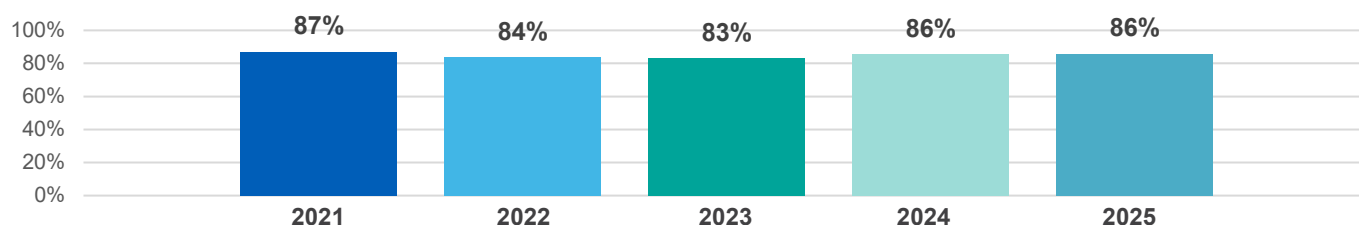
- No score available.

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

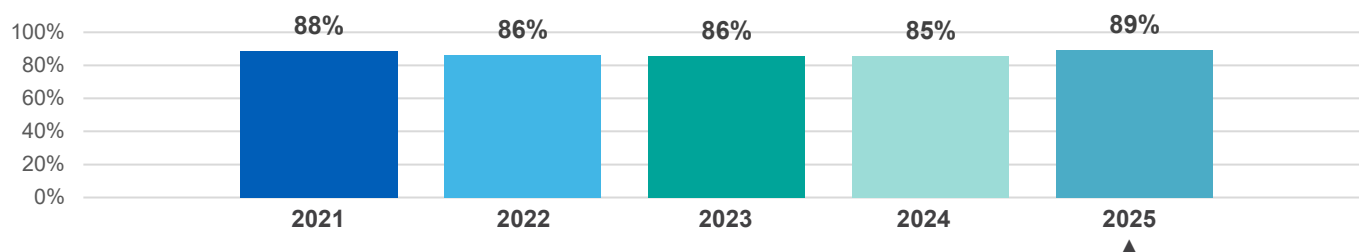
Q36. Hospital staff always did everything they could to help the patient control pain



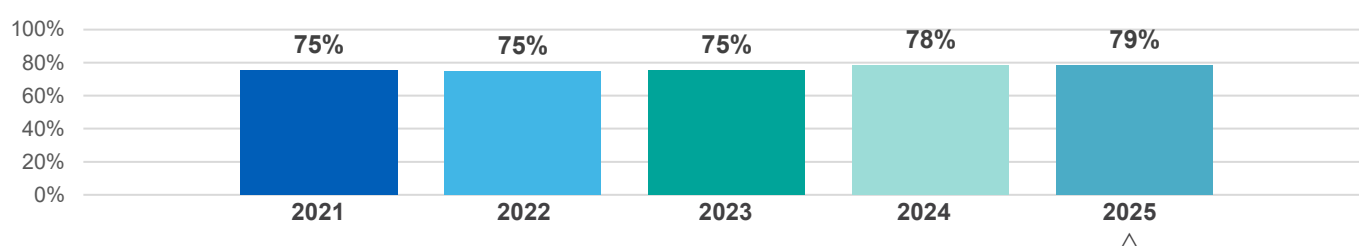
Q37. Patient was always treated with respect and dignity while in hospital



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

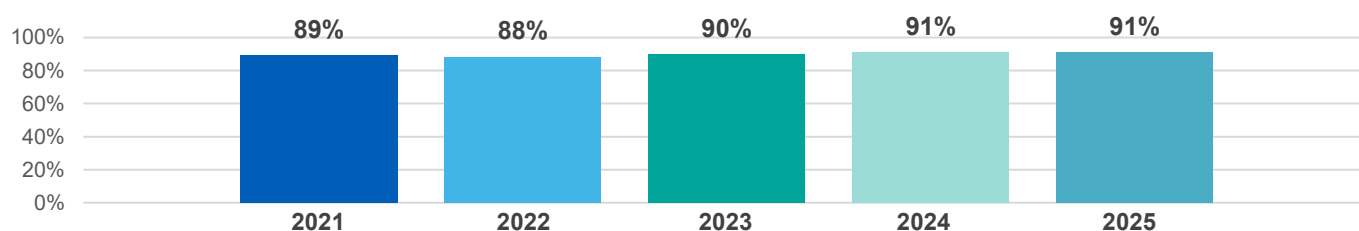


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on year charts

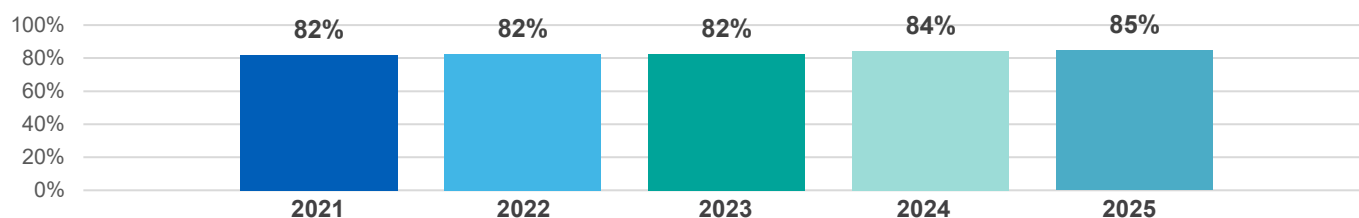
* Indicates where a score is not available due to suppression or a low base size.

The scores are unadjusted and based on England scores only.

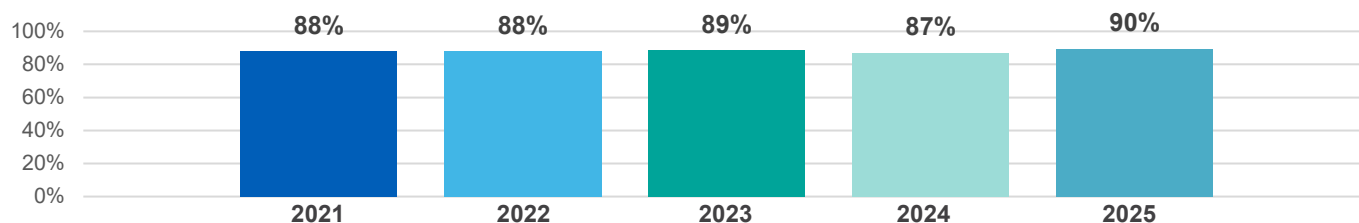
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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

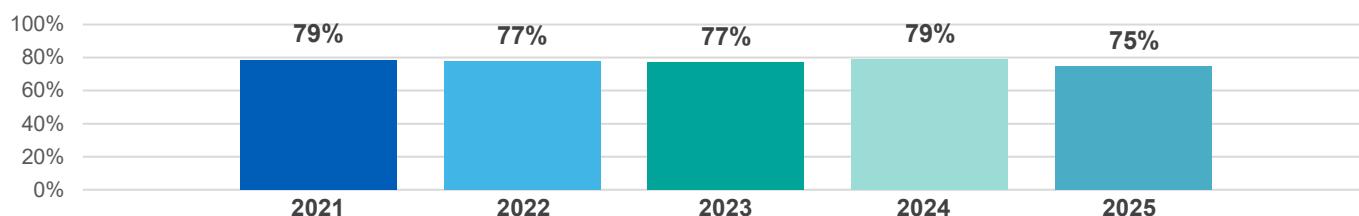
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



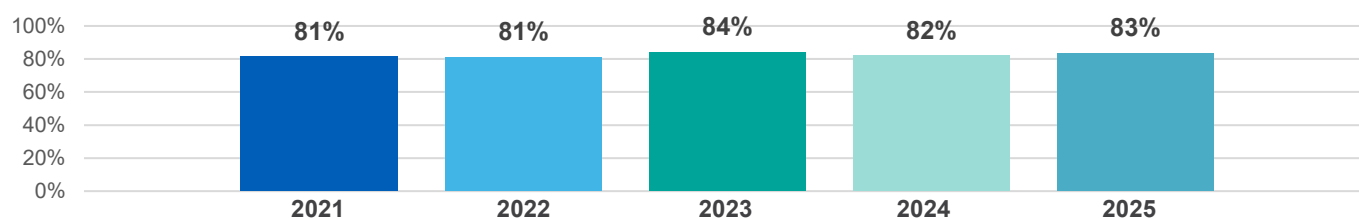
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



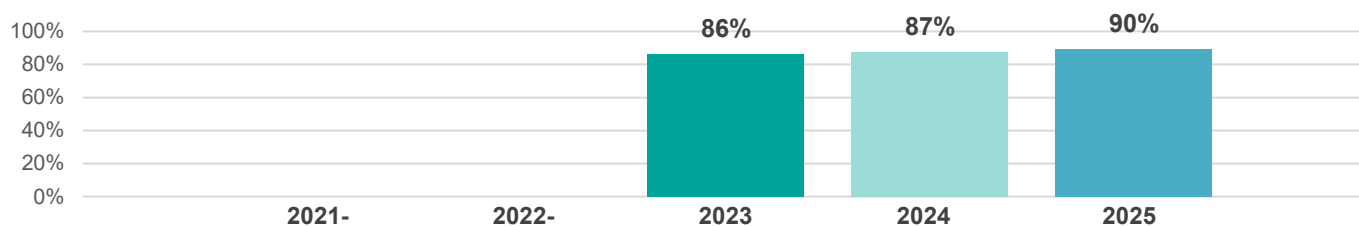
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



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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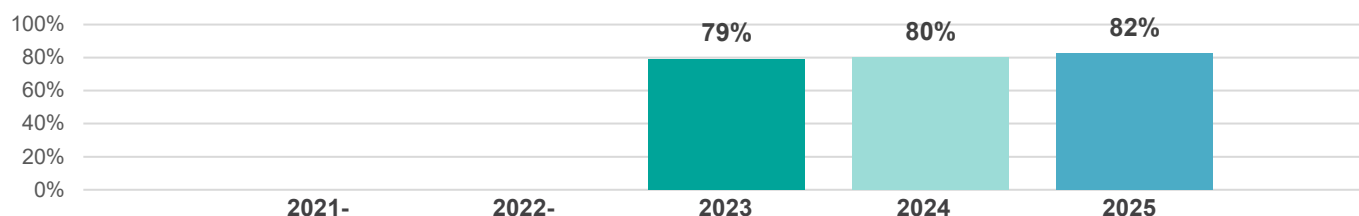
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The scores are unadjusted and based on England scores only.

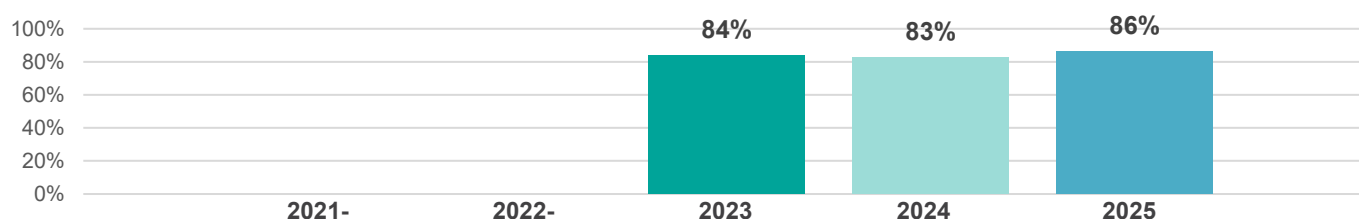
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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

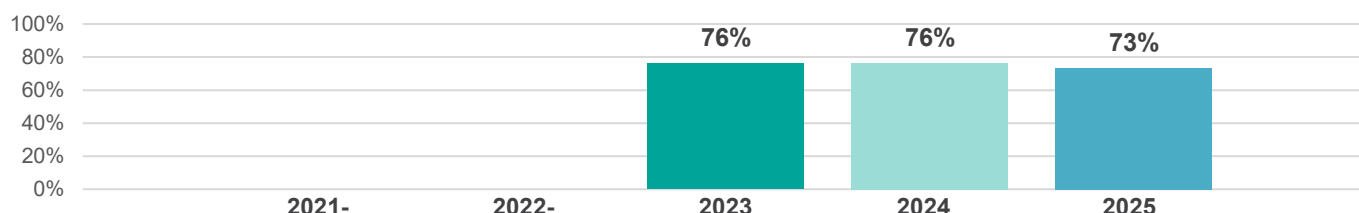
Q42_2. Patient completely had enough understandable information about their response to chemotherapy



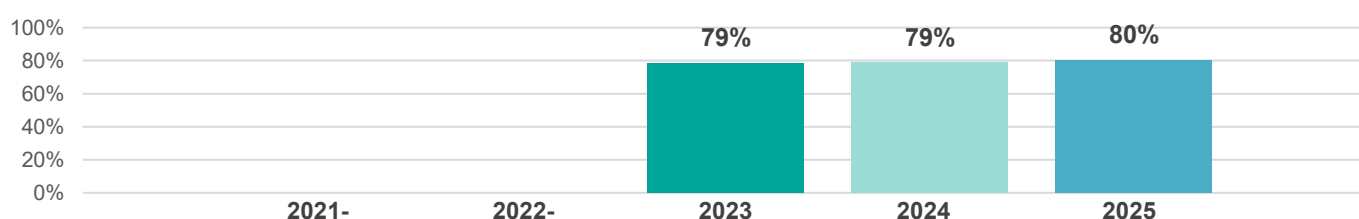
Q42_3. Patient completely had enough understandable information about their response to radiotherapy



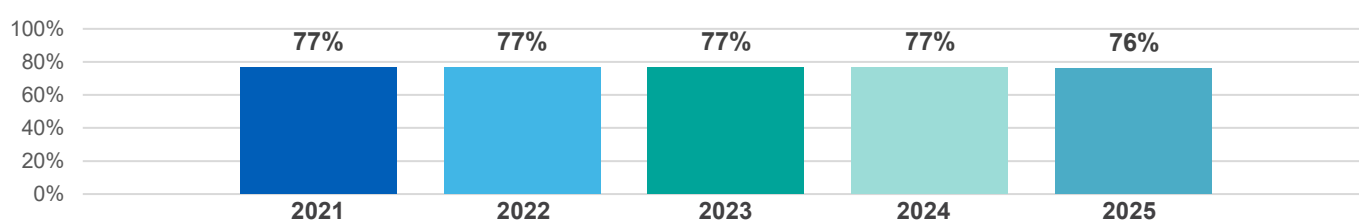
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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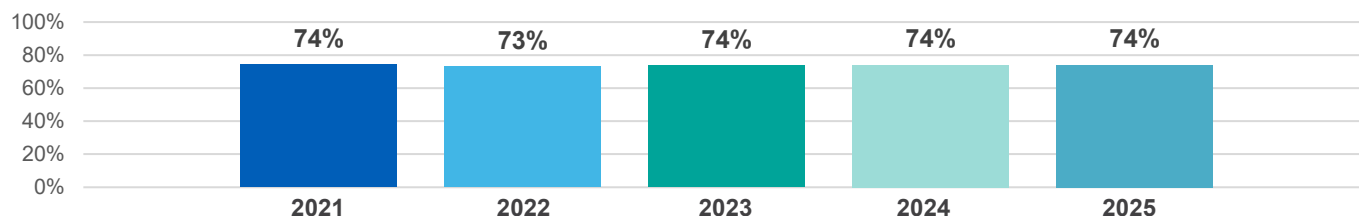
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△ or ▽ Statistically significant increase or decrease from 2021 to 2025

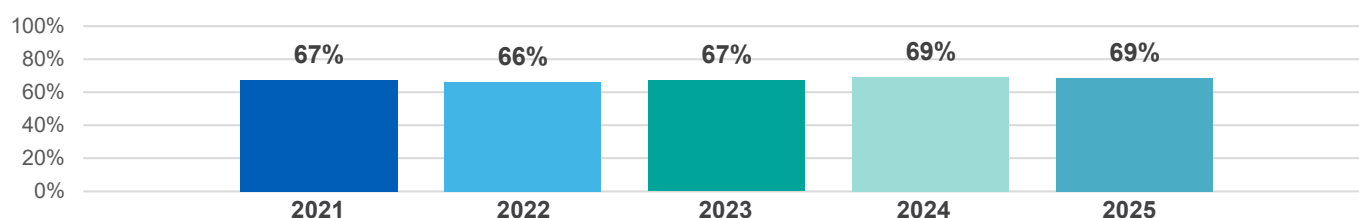
- No score available.

IMMEDIATE AND LONG-TERM SIDE EFFECTS

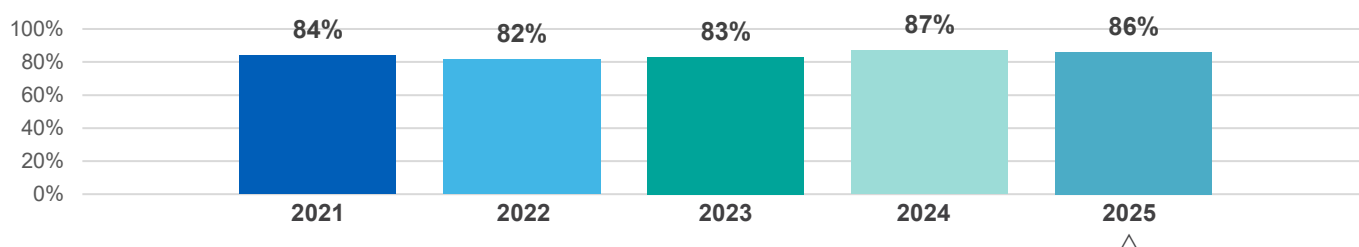
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



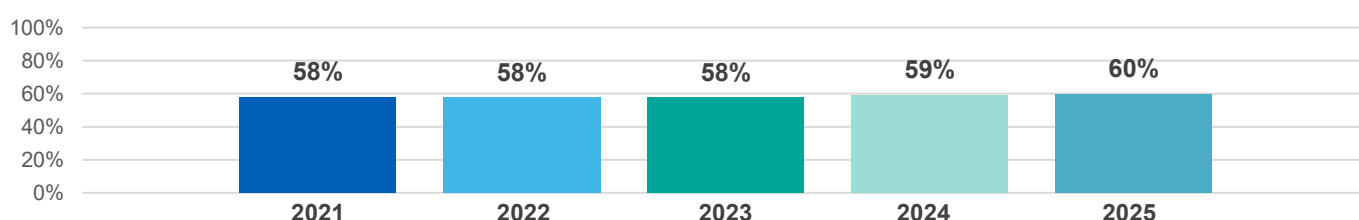
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



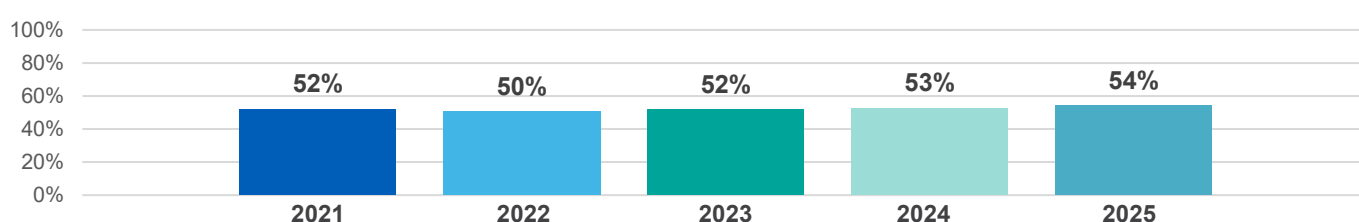
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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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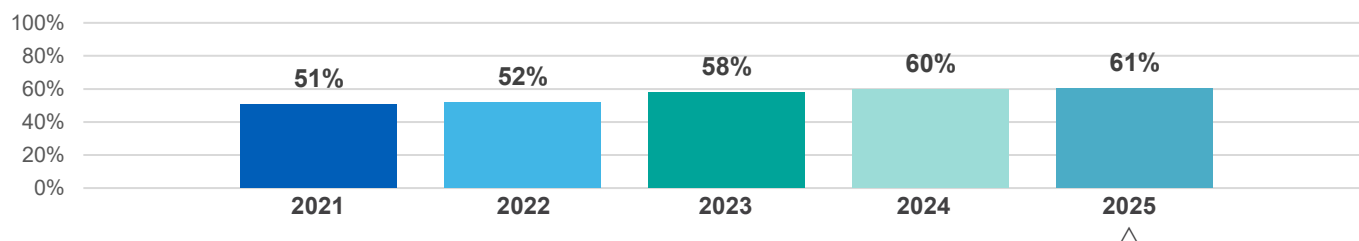
The scores are unadjusted and based on England scores only.

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

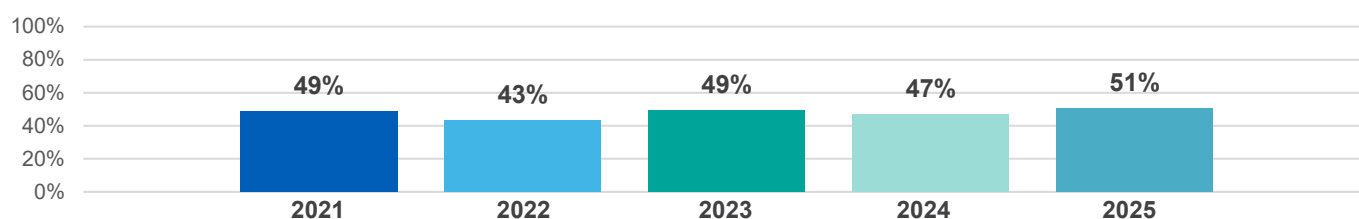
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

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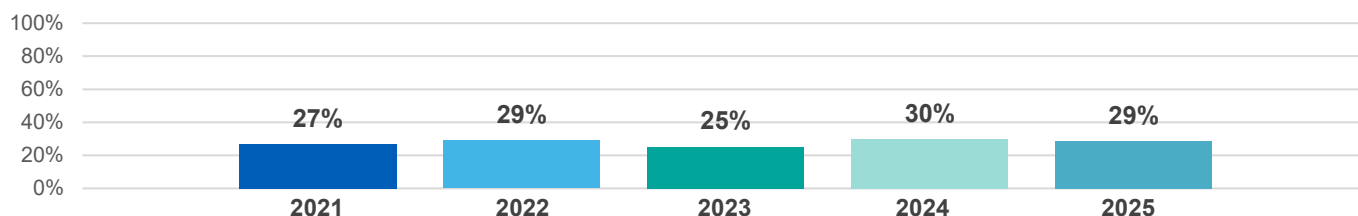
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△ or ▽ Statistically significant increase or decrease from 2021 to 2025

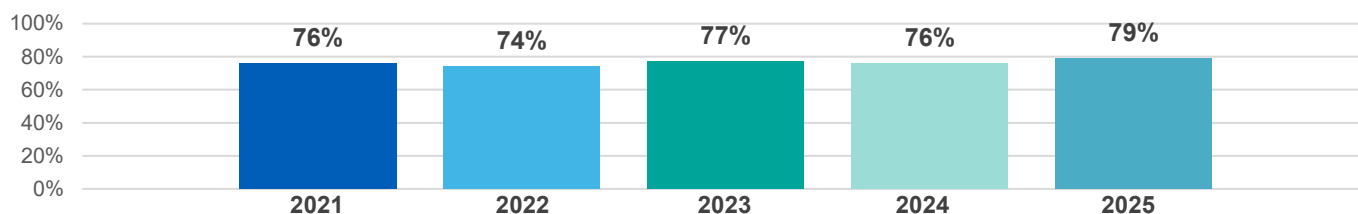
- No score available.

LIVING WITH AND BEYOND CANCER

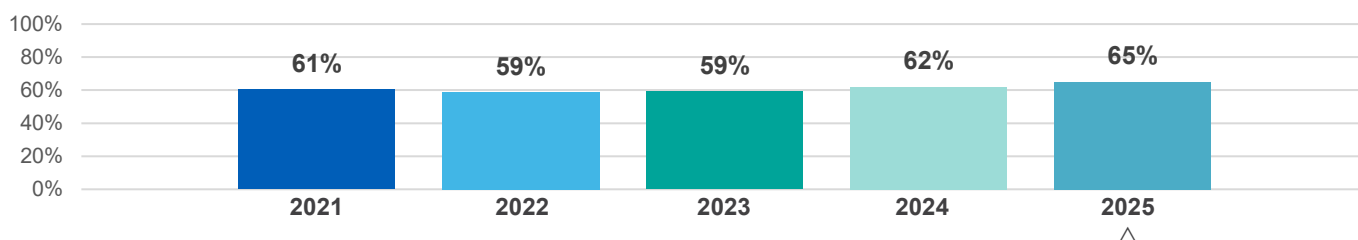
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services



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

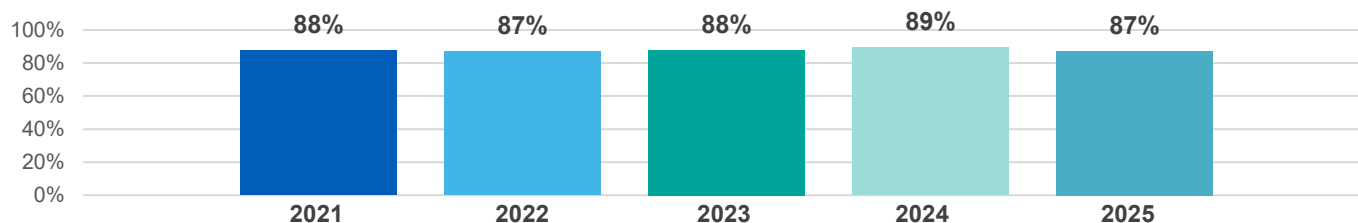


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

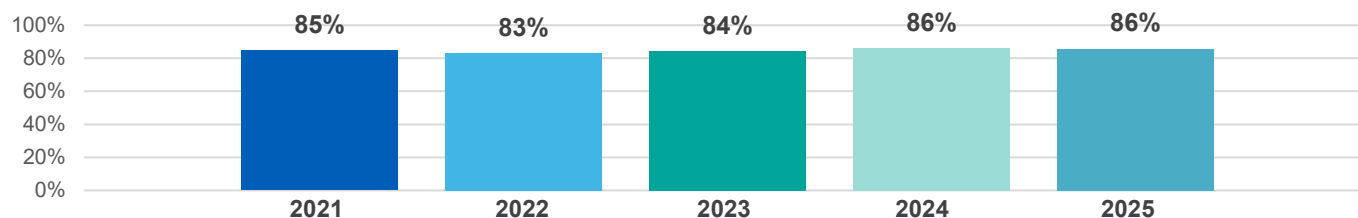


YOUR OVERALL NHS CARE

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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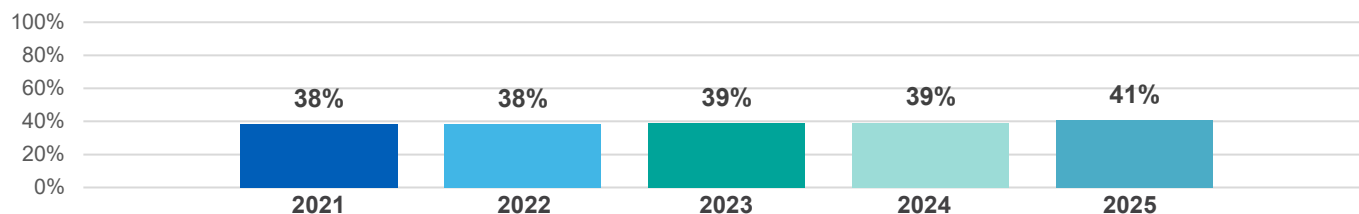
The scores are unadjusted and based on England scores only.

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

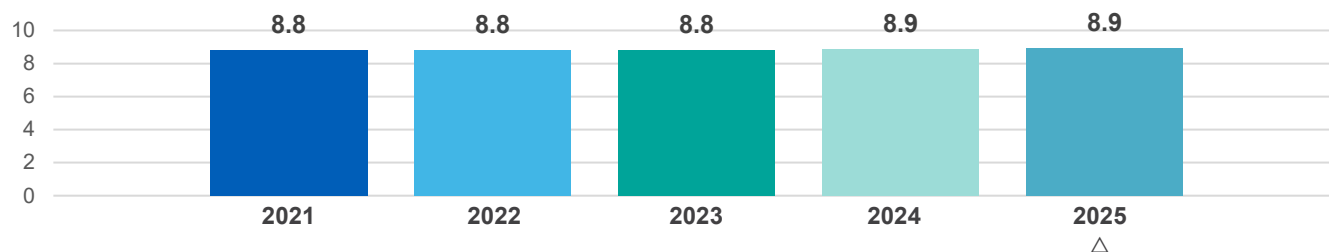
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

- 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

Number of scores below the lower expected range

Number of scores between the upper and lower expected ranges

Number of scores above the upper expected range

Trust		Expected range classification		
RWF	Maidstone and Tunbridge Wells NHS Trust	1	57	3
RN7	Dartford and Gravesham NHS Trust	2	57	2
RPA	Medway NHS Foundation Trust	7	52	2
RVV	East Kent Hospitals University NHS Foundation Trust	16	44	1

ICB expected range summary

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

- Number of scores below the lower expected range
- Number of scores between the upper and lower expected ranges
- Number of scores above the upper expected range

ICB		Expected range classification	
QKS	NHS Kent And Medway Integrated Care Board	8	52