

National Cancer Patient Experience Survey

2025 Results

West London Cancer Alliance

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Executive summary

Questions above expected range

	Case mix adjusted scores			England score
	2025 score	Lower expected range	Upper expected range	
Q58. Cancer research opportunities were discussed with patient	55%	38%	53%	45%

Executive summary

Questions below expected range

	Case mix adjusted scores			England score
	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	80%	80%	86%	83%
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	88%	92%	90%

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

3,015 patients responded out of a total of 7,806 patients, resulting in a response rate of 39%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	8,358	7,806	3,015	39%
National	143,951	134,285	64,268	48%

Respondents by survey mode

	Number of respondents
Paper	2,195
Online	814
Phone	6
Translation service	0
Total	3,015

Respondents by tumour group

	Number of respondents
Brain / CNS	12
Breast	614
Colorectal / LGT	303
Gynaecological	177
Haematological	591
Head and neck	76
Lung	206
Prostate	288
Sarcoma	25
Skin	87
Upper gastro	138
Urological	202
Other	296
Total	3,015

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	1,639
Irish	98
Gypsy or Irish Traveller	*
Roma	6
Any other White background	290
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	21
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	26
Asian or Asian British	
Indian	191
Pakistani	33
Bangladeshi	6
Chinese	50
Any other Asian background	100
Black / African / Caribbean / Black British	
African	103
Caribbean	105
Any other Black / African / Caribbean background	13
Other Ethnic Group	
Arab	36
Any other ethnic group	29
Not given	
Not given	269
Total	3,015

Expected range charts

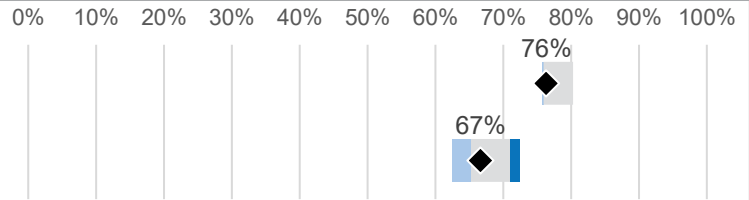
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

SUPPORT FROM YOUR GP PRACTICE

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

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



DIAGNOSTIC TESTS

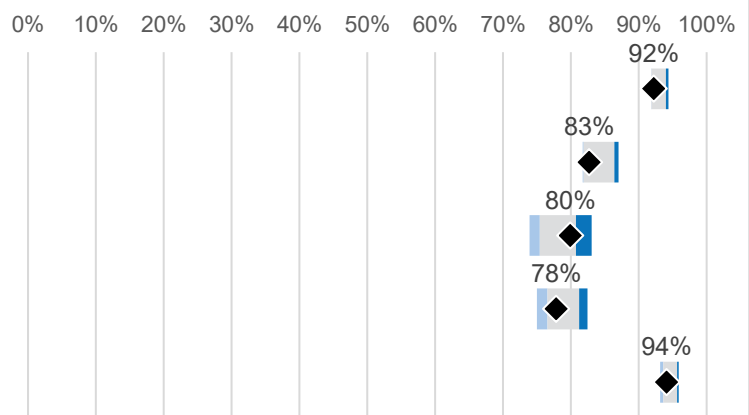
Q5. Patient received all the information needed about the diagnostic test in advance

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

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

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

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



FINDING OUT THAT YOU HAD CANCER

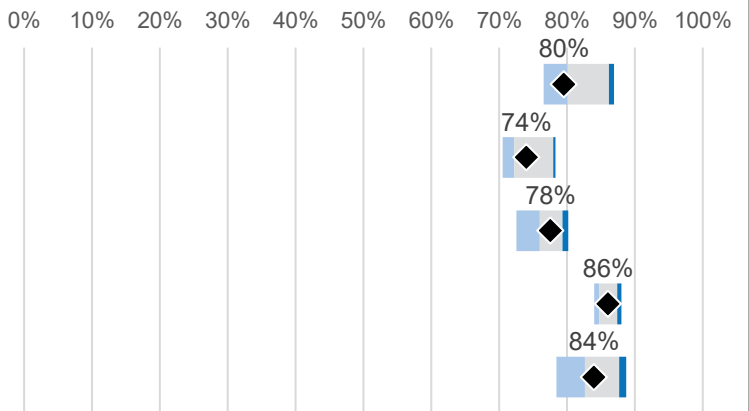
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

Q13. Patient was definitely told sensitively that they had cancer

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

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

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

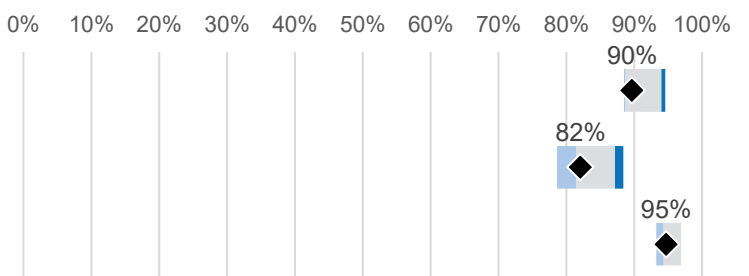


SUPPORT FROM A MAIN CONTACT PERSON

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

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

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



Expected range charts

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

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

DECIDING ON THE BEST TREATMENT

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

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

83%

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

80%

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

85%

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

56%

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

92%

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

76%

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

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

72%

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

69%

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

76%

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

66%

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

87%

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

88%

Expected range charts

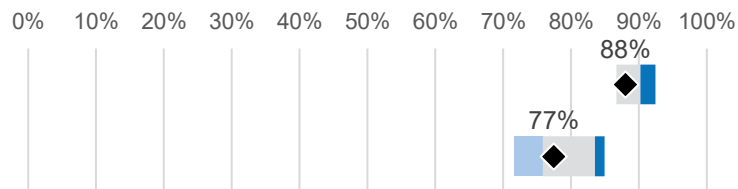
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

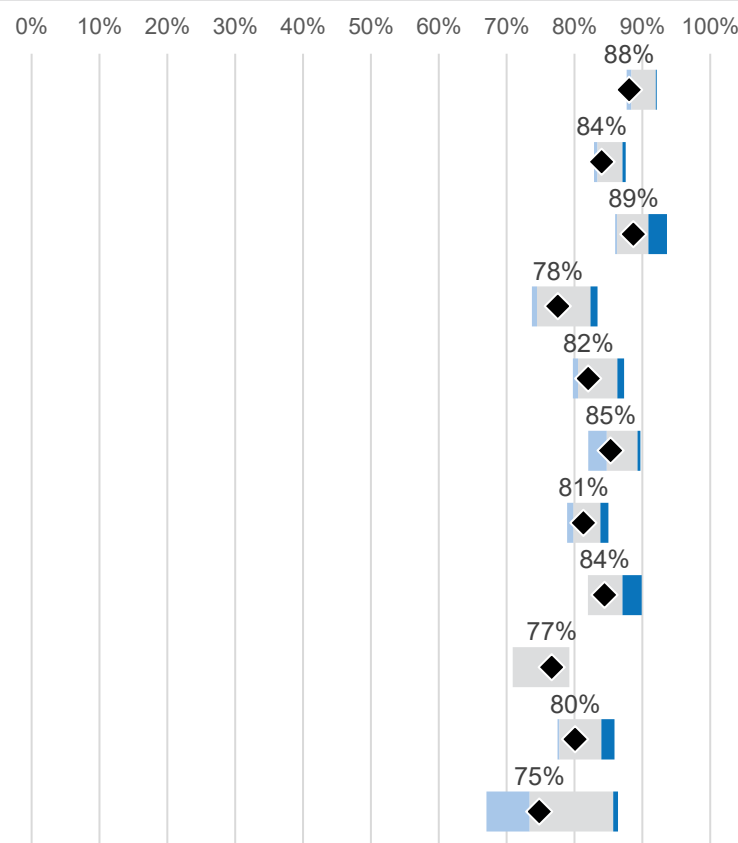
Q42_2. Patient completely had enough understandable information about their response to chemotherapy

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

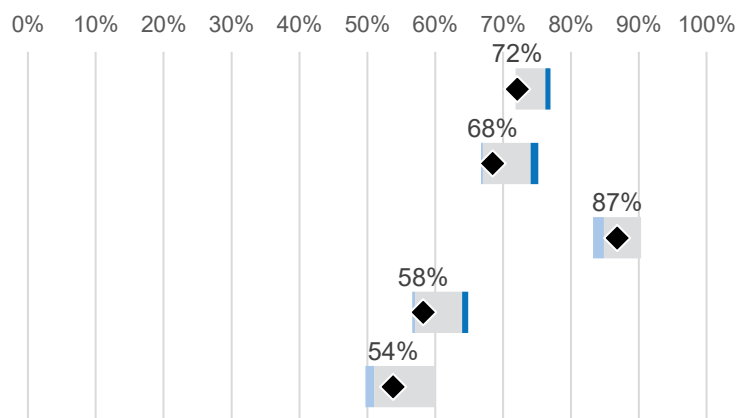
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

64%

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

47%

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

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)

37%

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

64%

YOUR OVERALL NHS CARE

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

Q56. The whole care team worked well together

90%

Q57. Administration of care was very good or good

88%

Q58. Cancer research opportunities were discussed with patient

55%

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	1153	73%	1399	72%			76%	76%	80%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	1549	63%	1859	65%		△	67%	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	1976	91%	2321	92%			92%	92%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	2096	80%	2444	81%			83%	82%	86%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	2098	79%	2446	79%		▽	80%	75%	81%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	2100	77%	2475	76%			78%	77%	81%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	2100	94%	2476	94%			94%	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	2275	79%	2687	79%		△	80%	80%	86%	83%
Q13. Patient was definitely told sensitively that they had cancer	2501	73%	2952	73%			74%	72%	78%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	2523	77%	2971	77%			78%	76%	79%	78%
Q15. Patient was definitely told about their diagnosis in an appropriate place	2511	87%	2964	86%			86%	85%	87%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	2195	83%	2579	84%			84%	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	2428	90%	2833	90%		▽	90%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	1993	81%	2362	81%			82%	81%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	2084	95%	2451	95%			95%	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	2389	81%	2796	82%			83%	80%	85%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	2482	78%	2922	79%		△	80%	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	2092	83%	2451	83%		△	85%	83%	87%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	1485	56%	1701	56%			56%	54%	61%	58%

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	2228	72%	2647	71%			71%	70%	76%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	1380	94%	1678	94%			94%	92%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	1132	99%	1340	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	2147	91%	2544	92%		△	92%	91%	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	2488	75%	2948	76%			76%	73%	80%	77%
Q29. Patient was offered information about how to get financial help or benefits	1321	66%	1608	67%			68%	67%	74%	71%

Comparability tables

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

- No score available.

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

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

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	1190	80%	1291	78%			78%	76%	80%	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	990	72%	1065	72%		△	72%	69%	75%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	1175	72%	1267	69%			69%	69%	75%	72%
Q34. Patient was always able to get help from ward staff when needed	1171	77%	1269	77%			76%	70%	77%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	1131	65%	1217	66%			66%	63%	69%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	1056	84%	1127	86%			87%	82%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	1183	90%	1281	88%			88%	85%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	1166	89%	1249	88%			88%	87%	90%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	2222	77%	2667	76%			77%	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	1356	88%	1470	88%			88%	88%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	1208	85%	1467	84%			84%	83%	87%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	686	88%	777	88%			89%	86%	91%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	358	75%	416	77%			78%	74%	82%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	438	81%	631	82%			82%	81%	86%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	1336	84%	1461	85%			85%	85%	89%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	1205	82%	1457	81%			81%	80%	84%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	669	85%	771	84%			84%	82%	87%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	352	69%	414	76%			77%	71%	79%	75%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	438	81%	622	80%			80%	78%	84%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	2454	73%	2900	73%			75%	73%	86%	80%

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

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	2406	71%	2841	72%			72%	72%	76%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	2270	67%	2696	68%			68%	67%	74%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1813	85%	2172	86%		△	87%	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	2255	58%	2682	59%			58%	57%	64%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1980	53%	2346	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	1733	61%	1995	64%		△	64%	60%	68%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	1012	47%	1172	46%			47%	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	-	-	1919	46%			45%	40%	49%	45%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	-	-	1621	39%			37%	35%	48%	41%

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2024 N	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	587	28%	689	28%			29%	26%	39%	33%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	1154	77%	1257	78%			79%	77%	83%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1989	60%	2342	63%			64%	61%	68%	65%

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

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	2363	90%	2774	90%			90%	88%	91%	89%
Q57. Administration of care was very good or good	2474	88%	2926	89%			88%	85%	89%	87%
Q58. Cancer research opportunities were discussed with patient	1553	59%	1844	57%			55%	38%	53%	45%
Q59. Patient's average rating of care scored from very poor to very good	2434	8.9	2854	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	*	89%	70%	66%	56%	71%	59%	77%	77%	83%	60%	82%	69%	72%										
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	77%	69%	60%	49%	68%	63%	75%	63%	79%	58%	58%	55%	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%	95%	93%	90%	97%	96%	94%	74%	92%	87%	91%	89%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	84%	83%	84%	77%	84%	84%	88%	70%	85%	72%	79%	79%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	78%	80%	78%	83%	83%	82%	85%	55%	72%	71%	82%	74%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	77%	83%	75%	74%	80%	76%	78%	62%	85%	74%	75%	70%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	93%	93%	94%	93%	94%	98%	95%	95%	95%	90%	97%	91%	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	*	85%	84%	77%	76%	85%	80%	76%	75%	74%	81%	77%	73%	79%
Q13. Patient was definitely told sensitively that they had cancer	36%	75%	74%	71%	75%	73%	79%	74%	56%	84%	70%	66%	68%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	64%	79%	81%	70%	73%	80%	79%	82%	67%	85%	71%	75%	74%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	64%	89%	89%	79%	85%	91%	90%	86%	87%	88%	80%	81%	82%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	*	89%	83%	82%	83%	83%	84%	89%	81%	84%	76%	84%	76%	84%

Tumour group tables

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

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q17. Patient had a main point of contact within the care team	90%	90%	93%	89%	93%	92%	91%	89%	100%	90%	85%	89%	86%
Q18. Patient found it very or quite easy to contact their main contact person	*	81%	81%	81%	85%	86%	87%	77%	75%	77%	70%	81%	83%
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	96%	92%	95%	94%	97%	96%	91%	97%	88%	93%	94%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q20. Treatment options were explained in a way the patient could completely understand	70%	83%	86%	86%	82%	84%	86%	79%	68%	90%	76%	82%	72%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	58%	80%	78%	75%	81%	80%	81%	80%	74%	87%	76%	78%	76%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	86%	88%	85%	83%	90%	82%	80%	83%	83%	83%	76%	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	54%	56%	46%	60%	52%	56%	59%	42%	70%	53%	52%	59%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	73%	77%	64%	71%	75%	72%	72%	68%	65%	62%	68%	64%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	91%	93%	93%	96%	98%	94%	92%	92%	95%	91%	95%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	99%	99%	96%	99%	98%	100%	99%	100%	100%	100%	98%	98%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q27. Staff provided the patient with relevant information on available support	83%	94%	93%	92%	93%	91%	92%	93%	85%	89%	87%	91%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	42%	75%	76%	69%	82%	80%	76%	75%	77%	75%	72%	79%	69%
Q29. Patient was offered information about how to get financial help or benefits	*	65%	76%	65%	73%	72%	72%	61%	82%	67%	62%	62%	60%

Tumour group tables

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

HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	76%	81%	76%	80%	80%	75%	84%	86%	94%	75%	75%	71%	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	*	67%	74%	71%	74%	83%	69%	71%	83%	85%	66%	70%	79%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	65%	71%	73%	66%	69%	71%	84%	57%	88%	65%	68%	69%	69%
Q34. Patient was always able to get help from ward staff when needed	*	71%	75%	80%	81%	84%	76%	83%	86%	94%	76%	68%	74%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	62%	67%	63%	67%	70%	65%	76%	71%	81%	60%	60%	63%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	*	87%	87%	85%	87%	93%	84%	86%	86%	79%	89%	85%	84%	86%
Q37. Patient was always treated with respect and dignity while in hospital	*	84%	90%	83%	89%	93%	87%	93%	86%	88%	90%	85%	87%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	90%	91%	85%	87%	96%	90%	86%	86%	94%	80%	88%	85%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	90%	74%	78%	78%	78%	72%	83%	77%	78%	73%	71%	78%	72%	76%

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	80%	89%	89%	91%	84%	89%	89%	85%	57%	91%	90%	87%	82%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	85%	82%	85%	85%	86%	89%	97%	67%	*	84%	86%	80%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	88%	84%	91%	90%	91%	94%	90%	91%	*	93%	74%	86%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	76%	67%	*	100%	*	*	83%	*	*	*	*	66%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	75%	96%	72%	83%	*	92%	*	*	84%	70%	80%	78%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	40%	89%	86%	86%	86%	90%	84%	79%	71%	89%	82%	83%	80%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	82%	81%	85%	80%	80%	86%	97%	75%	*	78%	86%	78%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	88%	87%	83%	80%	84%	84%	85%	91%	*	78%	63%	77%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	76%	58%	*	91%	*	*	79%	*	*	*	*	67%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	72%	87%	72%	82%	*	88%	*	*	85%	70%	86%	75%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	67%	68%	78%	75%	71%	80%	77%	82%	79%	78%	71%	76%	71%	73%

Tumour group tables

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

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	42%	74%	76%	69%	68%	80%	80%	73%	73%	70%	68%	71%	64%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	50%	67%	72%	64%	67%	86%	69%	70%	74%	64%	65%	69%	66%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	73%	85%	88%	85%	88%	93%	93%	84%	79%	88%	83%	80%	86%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	58%	63%	54%	54%	75%	65%	69%	64%	68%	50%	53%	53%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	49%	57%	48%	54%	75%	58%	61%	60%	53%	40%	56%	52%	54%

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	60%	70%	56%	65%	77%	67%	63%	63%	62%	62%	62%	63%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	42%	54%	38%	51%	58%	41%	42%	64%	46%	48%	49%	41%	46%

	Tumour group													All
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	60%	43%	50%	41%	46%	48%	43%	53%	42%	45%	43%	43%	44%	46%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	*	41%	46%	39%	30%	63%	43%	52%	*	35%	34%	35%	36%	39%

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	*	24%	40%	12%	25%	37%	19%	33%	*	33%	39%	28%	38%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	74%	83%	70%	85%	89%	73%	79%	80%	89%	75%	80%	76%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	53%	66%	56%	74%	62%	66%	64%	67%	85%	59%	62%	62%	63%

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	91%	92%	88%	86%	90%	93%	91%	90%	88%	94%	87%	94%	88%	90%															
Q57. Administration of care was very good or good	73%	90%	86%	88%	92%	91%	88%	88%	92%	94%	83%	87%	89%	89%															
Q58. Cancer research opportunities were discussed with patient	70%	57%	58%	56%	56%	65%	63%	54%	45%	48%	64%	43%	61%	57%															
Q59. Patient's average rating of care scored from very poor to very good	8	8.8	8.9	8.6	9	9	9.1	8.8	8.8	9.4	8.6	8.9	8.7	8.9															

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	77%	76%	74%	66%	71%	78%	79%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	61%	67%	71%	65%	63%	64%	60%	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%	90%	86%	92%	91%	95%	91%	87%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	36%	79%	81%	80%	81%	83%	81%	81%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	50%	76%	64%	68%	75%	81%	85%	88%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	50%	68%	72%	72%	72%	80%	78%	74%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	83%	94%	93%	91%	91%	95%	94%	95%	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	100%	84%	78%	79%	75%	82%	80%	75%	79%
Q13. Patient was definitely told sensitively that they had cancer	85%	62%	67%	67%	70%	76%	75%	78%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	69%	80%	77%	75%	72%	77%	80%	75%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	92%	77%	84%	81%	82%	87%	88%	92%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	*	81%	91%	89%	83%	84%	83%	76%	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	100%	88%	88%	93%	91%	90%	90%	86%	90%
Q18. Patient found it very or quite easy to contact their main contact person	92%	71%	78%	79%	81%	83%	82%	82%	81%
Q19. Patient found advice from main contact person was very or quite helpful	100%	84%	91%	94%	96%	95%	94%	97%	95%

DECIDING ON THE BEST TREATMENT									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	71%	73%	75%	80%	81%	83%	84%	80%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	57%	76%	79%	72%	76%	82%	80%	79%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	73%	80%	84%	78%	82%	85%	85%	83%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	45%	61%	59%	57%	55%	56%	52%	56%

Age group tables

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

CARE PLANNING									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	92%	62%	70%	72%	70%	71%	71%	64%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	100%	96%	90%	94%	92%	94%	95%	97%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	95%	100%	99%	97%	99%	100%	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	100%	86%	94%	93%	91%	93%	92%	86%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	64%	66%	70%	73%	78%	77%	82%	76%
Q29. Patient was offered information about how to get financial help or benefits	85%	60%	75%	65%	72%	67%	63%	56%	67%

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	64%	59%	76%	73%	73%	83%	80%	78%	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	82%	54%	72%	68%	71%	75%	75%	65%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	50%	56%	70%	61%	71%	72%	72%	58%	69%
Q34. Patient was always able to get help from ward staff when needed	80%	65%	76%	72%	71%	81%	79%	69%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	80%	63%	69%	59%	64%	67%	66%	69%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	90%	67%	81%	86%	83%	90%	87%	87%	86%
Q37. Patient was always treated with respect and dignity while in hospital	100%	70%	85%	85%	85%	90%	89%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	80%	78%	91%	90%	86%	90%	89%	78%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	71%	65%	69%	70%	72%	79%	81%	76%	76%

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	*	85%	83%	87%	88%	88%	89%	89%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	69%	75%	82%	86%	83%	85%	85%	79%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	75%	81%	90%	86%	90%	87%	94%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	68%	68%	69%	82%	85%	*	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	86%	76%	88%	78%	83%	82%	74%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	74%	80%	87%	85%	85%	86%	87%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	69%	80%	77%	82%	81%	84%	82%	70%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	75%	72%	87%	89%	85%	82%	71%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	64%	67%	72%	83%	79%	*	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	77%	65%	87%	79%	82%	80%	64%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	33%	57%	71%	67%	70%	76%	75%	81%	73%

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	73%	68%	75%	72%	72%	75%	68%	64%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	73%	67%	64%	68%	67%	72%	67%	59%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	79%	83%	84%	86%	88%	86%	87%	84%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	56%	63%	58%	59%	62%	55%	51%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	46%	55%	45%	48%	54%	59%	50%	48%	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	75%	49%	58%	61%	61%	67%	65%	61%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	67%	35%	40%	39%	47%	50%	45%	48%	46%

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%	48%	49%	44%	45%	47%	46%	46%
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)	17%	45%	54%	39%	45%	39%	32%	36%	39%

Age group tables

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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	70%	27%	20%	33%	30%	27%	21%	46%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	69%	78%	77%	74%	81%	81%	74%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	38%	62%	51%	60%	59%	66%	66%	68%	63%

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	93%	91%	93%	88%	89%	90%	91%	94%	90%
Q57. Administration of care was very good or good	73%	86%	88%	87%	89%	90%	89%	88%	89%
Q58. Cancer research opportunities were discussed with patient	85%	63%	65%	60%	55%	59%	54%	42%	57%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.4	8.7	8.8	8.7	9	8.9	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	73%	72%	*	*	*	73%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	63%	*	*	*	71%	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	91%	93%	*	*	*	92%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	82%	*	*	*	83%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	82%	*	*	*	85%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	78%	*	*	*	75%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	95%	*	*	*	89%	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	79%	79%	*	*	*	82%	79%
Q13. Patient was definitely told sensitively that they had cancer	72%	74%	*	*	*	75%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	79%	*	*	*	80%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	87%	*	*	*	85%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	85%	*	*	*	90%	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	90%	90%	*	*	*	92%	90%
Q18. Patient found it very or quite easy to contact their main contact person	81%	83%	*	*	*	79%	81%
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	*	*	*	92%	95%

‘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%	82%	*	*	*	78%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	81%	*	*	*	79%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	84%	*	*	*	74%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	59%	*	*	*	56%	56%

CARE PLANNING							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	73%	*	*	*	65%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	96%	*	*	*	89%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	*	*	*	98%	99%

SUPPORT FROM HOSPITAL STAFF							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	94%	*	*	*	90%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	81%	*	*	*	72%	76%
Q29. Patient was offered information about how to get financial help or benefits	66%	71%	*	*	*	56%	67%

‘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	75%	81%	*	*	*	84%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	76%	*	*	*	79%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	73%	*	*	*	79%	69%
Q34. Patient was always able to get help from ward staff when needed	74%	80%	*	*	*	82%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	70%	*	*	*	79%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	88%	*	*	*	97%	86%
Q37. Patient was always treated with respect and dignity while in hospital	85%	91%	*	*	*	94%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	89%	*	*	*	86%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	80%	*	*	*	77%	76%

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	87%	89%	*	*	*	82%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	87%	*	*	*	82%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	89%	*	*	*	89%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	85%	*	*	*	60%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	79%	85%	*	*	*	78%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	84%	*	*	*	87%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	83%	*	*	*	86%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	86%	80%	*	*	*	88%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	75%	79%	*	*	*	70%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	82%	*	*	*	76%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	69%	79%	*	*	*	76%	73%

‘Which of the following best describes you?’ tables

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	73%	*	*	*	65%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	71%	*	*	*	64%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	87%	*	*	*	82%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	63%	*	*	*	53%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	60%	*	*	*	48%	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	59%	70%	*	*	*	53%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	52%	*	*	*	32%	46%

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	42%	51%	*	*	*	43%	46%
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)	39%	38%	*	*	*	40%	39%

LIVING WITH AND BEYOND CANCER							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	33%	*	*	*	25%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	84%	*	*	*	70%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	67%	*	*	*	71%	63%

‘Which of the following best describes you?’ tables

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

YOUR OVERALL NHS CARE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	89%	91%	*	*	*	92%	90%
Q57. Administration of care was very good or good	89%	89%	*	*	*	88%	89%
Q58. Cancer research opportunities were discussed with patient	56%	57%	*	*	*	52%	57%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9	*	*	*	9	8.9

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	70%	62%	57%	72%	64%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	55%	61%	57%	65%	62%	65%

DIAGNOSTIC TESTS		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	93%	84%	92%	93%	88%	90%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	72%	81%	77%	81%	81%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	76%	78%	81%	62%	83%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	68%	74%	70%	70%	75%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	88%	94%	92%	86%	92%	94%

FINDING OUT THAT YOU HAD CANCER		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	76%	86%	78%	86%	80%	79%
Q13. Patient was definitely told sensitively that they had cancer	74%	70%	73%	68%	63%	76%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	64%	78%	70%	70%	78%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	83%	89%	86%	82%	84%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	84%	89%	85%	77%	85%	84%

SUPPORT FROM A MAIN CONTACT PERSON		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	90%	88%	93%	95%	85%	90%	90%
Q18. Patient found it very or quite easy to contact their main contact person	82%	77%	81%	79%	80%	79%	81%
Q19. Patient found advice from main contact person was very or quite helpful	95%	93%	95%	95%	94%	94%	95%

DECIDING ON THE BEST TREATMENT		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	83%	68%	79%	82%	83%	79%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	72%	77%	74%	71%	76%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	79%	82%	74%	68%	79%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	52%	57%	53%	58%	57%	56%

Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	65%	70%	71%	70%	66%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	94%	93%	94%	95%	91%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	97%	98%	100%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	92%	87%	92%	94%	90%	89%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	67%	76%	76%	75%	72%	76%
Q29. Patient was offered information about how to get financial help or benefits	71%	58%	64%	71%	48%	55%	67%

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	78%	77%	80%	77%	72%	76%	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	72%	76%	72%	80%	63%	66%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	56%	73%	74%	56%	71%	69%
Q34. Patient was always able to get help from ward staff when needed	74%	83%	81%	86%	72%	76%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	66%	59%	62%	70%	63%	69%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	87%	74%	86%	91%	87%	81%	86%
Q37. Patient was always treated with respect and dignity while in hospital	88%	83%	88%	86%	88%	84%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	86%	89%	89%	87%	86%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	67%	71%	74%	66%	72%	76%

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	87%	84%	90%	92%	88%	83%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	74%	84%	87%	79%	82%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	85%	88%	90%	76%	84%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	62%	70%	83%	*	70%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	73%	81%	78%	57%	73%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	76%	90%	85%	91%	83%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	73%	83%	86%	83%	82%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	80%	83%	86%	83%	88%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	78%	54%	69%	74%	*	73%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	80%	67%	81%	88%	86%	73%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	75%	65%	70%	74%	79%	68%	73%

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	73%	69%	72%	67%	64%	66%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	60%	66%	71%	55%	62%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	74%	88%	84%	71%	79%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	53%	63%	59%	60%	55%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55%	44%	55%	52%	58%	47%	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	65%	51%	66%	58%	59%	62%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	37%	48%	43%	42%	38%	46%

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	45%	42%	51%	42%	38%	45%	46%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	36%	47%	42%	47%	34%	46%	39%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	30%	25%	29%	25%	17%	23%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	57%	82%	71%	66%	71%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	54%	58%	58%	57%	64%	63%

YOUR OVERALL NHS CARE							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	90%	84%	93%	91%	87%	93%	90%
Q57. Administration of care was very good or good	88%	88%	92%	93%	89%	86%	89%
Q58. Cancer research opportunities were discussed with patient	55%	55%	66%	58%	58%	52%	57%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.6	8.7	8.8	8.7	8.7	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	67%	70%	71%	77%	74%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	56%	60%	62%	68%	72%	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	92%	90%	92%	93%	92%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	80%	80%	81%	84%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	78%	79%	78%	84%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	74%	77%	76%	78%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	92%	94%	94%	95%	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%	79%	79%	79%	79%	79%
Q13. Patient was definitely told sensitively that they had cancer	71%	74%	71%	75%	73%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	76%	75%	78%	78%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	83%	86%	86%	87%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	83%	85%	85%	85%	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	91%	90%	91%	91%	89%	90%
Q18. Patient found it very or quite easy to contact their main contact person	83%	82%	79%	83%	82%	81%
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	95%	94%	94%	95%

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	80%	79%	84%	83%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	79%	76%	79%	83%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	82%	83%	84%	87%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	62%	58%	56%	55%	51%	56%

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	73%	71%	71%	71%	68%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	94%	93%	93%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	99%	97%	100%	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	88%	91%	91%	93%	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	81%	74%	76%	74%	76%	76%
Q29. Patient was offered information about how to get financial help or benefits	69%	67%	65%	66%	71%	67%

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	78%	78%	75%	79%	78%	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	74%	71%	74%	73%	71%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	69%	69%	70%	70%	69%
Q34. Patient was always able to get help from ward staff when needed	84%	76%	75%	78%	74%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	64%	63%	69%	66%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	90%	88%	85%	86%	84%	86%
Q37. Patient was always treated with respect and dignity while in hospital	90%	86%	86%	91%	86%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	86%	88%	90%	89%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	76%	74%	77%	78%	76%

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	89%	88%	87%	88%	86%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	82%	84%	84%	85%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	94%	89%	88%	89%	84%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	73%	71%	83%	81%	74%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	82%	81%	81%	82%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	82%	86%	85%	86%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	86%	83%	81%	80%	80%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	95%	83%	83%	84%	83%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	77%	74%	74%	81%	72%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	84%	80%	80%	83%	77%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	72%	68%	75%	77%	73%

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	72%	71%	72%	71%	73%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	67%	68%	68%	68%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	86%	85%	87%	89%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	59%	59%	56%	58%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	57%	54%	54%	52%	53%	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	63%	63%	62%	65%	66%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	45%	46%	42%	55%	46%

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	42%	44%	45%	46%	49%	46%
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)	42%	36%	40%	36%	42%	39%

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	37%	29%	25%	24%	33%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	76%	75%	79%	83%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	64%	61%	65%	64%	63%

YOUR OVERALL NHS CARE						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	90%	88%	88%	92%	92%	90%
Q57. Administration of care was very good or good	92%	90%	88%	89%	88%	89%
Q58. Cancer research opportunities were discussed with patient	61%	60%	58%	54%	54%	57%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	8.8	9	8.9	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	72%	73%	74%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	68%	70%	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	92%	91%	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	83%	84%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	81%	83%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	78%	77%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	94%	92%	94%

FINDING OUT THAT YOU HAD CANCER		Long-term condition status		
	Yes	No	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	81%	83%	79%
Q13. Patient was definitely told sensitively that they had cancer	73%	73%	76%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	78%	80%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	86%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	89%	91%	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%	92%	91%	90%
Q18. Patient found it very or quite easy to contact their main contact person	80%	85%	80%	81%
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	94%	95%

DECIDING ON THE BEST TREATMENT		Long-term condition status		
	Yes	No	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	81%	84%	81%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	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	83%	85%	80%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53%	61%	60%	56%

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	74%	68%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	95%	92%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	94%	91%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	79%	73%	76%
Q29. Patient was offered information about how to get financial help or benefits	65%	73%	59%	67%

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	77%	78%	83%	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	71%	75%	78%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	71%	77%	69%
Q34. Patient was always able to get help from ward staff when needed	75%	78%	84%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	65%	66%	74%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	86%	89%	86%
Q37. Patient was always treated with respect and dignity while in hospital	86%	89%	92%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	91%	87%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	78%	75%	76%

Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	87%	87%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	87%	83%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	89%	91%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	74%	65%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	82%	81%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	84%	88%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	84%	84%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	86%	84%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	78%	72%	69%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	83%	79%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	72%	75%	75%	73%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	76%	69%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	71%	65%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	88%	82%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	63%	57%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	59%	53%	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	63%	66%	61%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	54%	39%	46%

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	44%	48%	48%	46%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	36%	43%	40%	39%

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	31%	20%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	81%	75%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	66%	70%	63%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	89%	92%	92%	90%
Q57. Administration of care was very good or good	87%	92%	91%	89%
Q58. Cancer research opportunities were discussed with patient	55%	59%	59%	57%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	8.9	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	75%	72%	63%	73%	74%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	57%	58%	68%	70%	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	94%	91%	89%	91%	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	84%	71%	83%	84%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	80%	76%	81%	83%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	76%	71%	78%	77%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	94%	91%	94%	92%	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	78%	78%	79%	81%	83%	79%
Q13. Patient was definitely told sensitively that they had cancer	74%	74%	69%	73%	76%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	76%	69%	78%	80%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	86%	83%	86%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	82%	80%	89%	91%	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	89%	89%	91%	92%	91%	90%
Q18. Patient found it very or quite easy to contact their main contact person	81%	81%	75%	85%	80%	81%
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	91%	96%	94%	95%

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%	81%	78%	84%	81%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	78%	76%	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	84%	85%	78%	85%	80%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53%	50%	57%	61%	60%	56%

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	71%	68%	65%	74%	68%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	92%	95%	92%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	99%	99%	99%	99%

SUPPORT FROM HOSPITAL STAFF						
	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	91%	90%	94%	91%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	76%	72%	79%	73%	76%
Q29. Patient was offered information about how to get financial help or benefits	66%	70%	59%	73%	59%	67%

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	79%	77%	72%	78%	83%	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	71%	72%	68%	75%	78%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	67%	61%	71%	77%	69%
Q34. Patient was always able to get help from ward staff when needed	78%	76%	67%	78%	84%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	68%	62%	59%	66%	74%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	89%	86%	79%	86%	89%	86%
Q37. Patient was always treated with respect and dignity while in hospital	88%	85%	83%	89%	92%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	87%	80%	91%	87%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	76%	73%	78%	75%	76%

YOUR TREATMENT	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	86%	88%	87%	87%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	83%	77%	87%	83%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	90%	88%	89%	91%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	82%	80%	72%	74%	65%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	85%	77%	79%	82%	81%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	85%	83%	84%	88%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	77%	76%	84%	84%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	82%	84%	86%	84%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	81%	76%	73%	72%	69%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	80%	78%	78%	83%	79%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	72%	70%	75%	75%	73%

Number of long-term conditions tables

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

	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	71%	69%	67%	76%	69%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	66%	64%	71%	65%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	87%	83%	88%	82%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	56%	52%	63%	57%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	54%	46%	59%	53%	54%

	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	64%	66%	54%	66%	61%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	45%	45%	39%	54%	39%	46%

	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	46%	41%	43%	48%	48%	46%
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%	34%	38%	43%	40%	39%

	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	30%	28%	24%	31%	20%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	78%	71%	81%	75%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	61%	56%	66%	70%	63%

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	90%	91%	85%	92%	92%	90%
Q57. Administration of care was very good or good	89%	86%	85%	92%	91%	89%
Q58. Cancer research opportunities were discussed with patient	55%	60%	48%	59%	59%	57%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.9	8.6	8.9	8.9	8.9

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

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

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

SUPPORT FROM YOUR GP PRACTICE		Impact of long-term condition(s) (excluding cancer) on day-to-day activities			
	A lot	A little	Not at all	Not given	All †
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	67%	71%	78%	65%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	62%	64%	54%	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%	95%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	76%	79%	85%	87%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	73%	79%	81%	81%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	72%	82%	69%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	92%	96%	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	77%	79%	78%	80%	79%
Q13. Patient was definitely told sensitively that they had cancer	70%	72%	77%	74%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	72%	73%	82%	76%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	84%	88%	86%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	78%	82%	82%	80%	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	90%	90%	88%	88%	90%
Q18. Patient found it very or quite easy to contact their main contact person	78%	79%	82%	80%	81%
Q19. Patient found advice from main contact person was very or quite helpful	91%	94%	95%	97%	95%

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%	78%	85%	86%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	76%	80%	79%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	83%	85%	86%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	52%	54%	50%	59%	56%

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	67%	68%	70%	75%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	92%	96%	91%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	99%	100%	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	90%	90%	92%	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	72%	78%	76%	76%
Q29. Patient was offered information about how to get financial help or benefits	64%	66%	66%	70%	67%

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	66%	77%	85%	82%	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	63%	72%	74%	73%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	66%	73%	65%	69%
Q34. Patient was always able to get help from ward staff when needed	71%	73%	80%	82%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	63%	70%	69%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	80%	86%	90%	87%	86%
Q37. Patient was always treated with respect and dignity while in hospital	81%	85%	91%	92%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	85%	90%	95%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	74%	80%	82%	76%

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	86%	85%	90%	97%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	81%	84%	90%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	90%	85%	95%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	80%	80%	85%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	83%	79%	86%	82%
Q42_1. Patient completely had enough understandable information about their response to surgery	82%	85%	87%	85%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	76%	79%	84%	85%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	79%	84%	85%	90%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	71%	81%	80%	67%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	80%	78%	83%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	69%	69%	79%	74%	73%

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	66%	67%	77%	68%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	63%	74%	68%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	85%	89%	82%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	54%	61%	58%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	48%	57%	53%	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	57%	64%	68%	59%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	36%	44%	53%	40%	46%

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	43%	39%	52%	46%	46%
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%	35%	37%	42%	39%

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	28%	27%	33%	19%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	68%	77%	84%	74%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	60%	66%	63%	63%

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	85%	88%	93%	94%	90%
Q57. Administration of care was very good or good	84%	86%	91%	90%	89%
Q58. Cancer research opportunities were discussed with patient	58%	54%	53%	59%	57%
Q59. Patient's average rating of care scored from very poor to very good	8.6	8.8	9.1	8.7	8.9

Year on year charts

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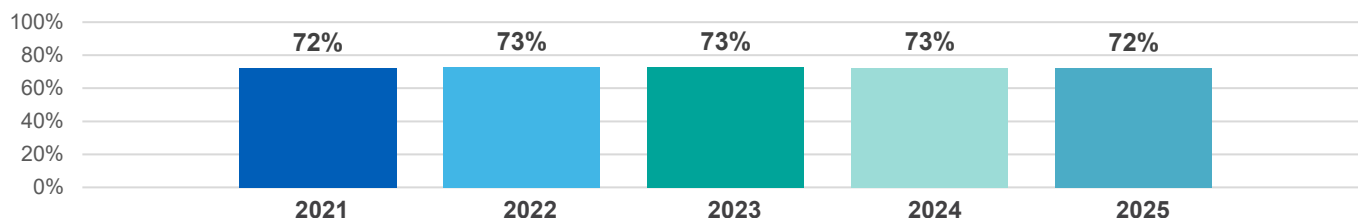
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▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

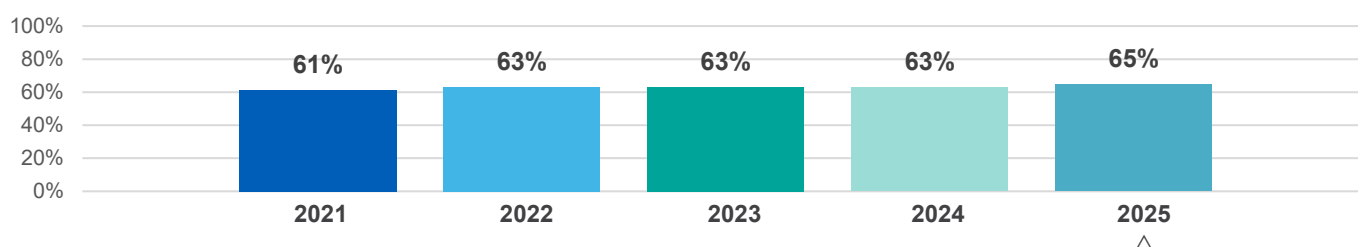
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SUPPORT FROM YOUR GP PRACTICE

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

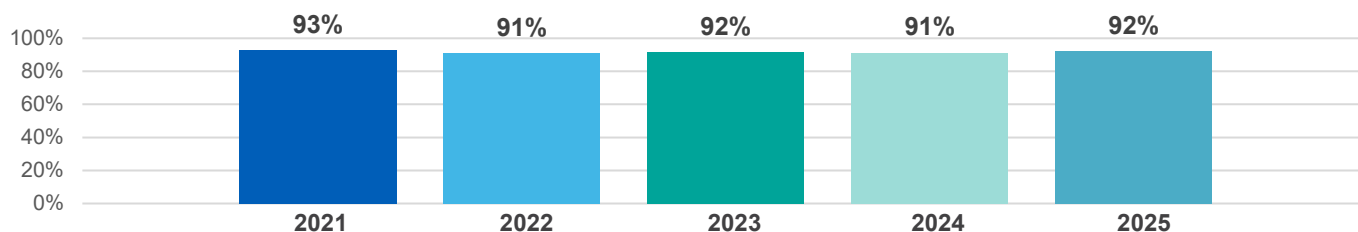


Q3. Referral for diagnosis was explained in a way the patient could completely understand

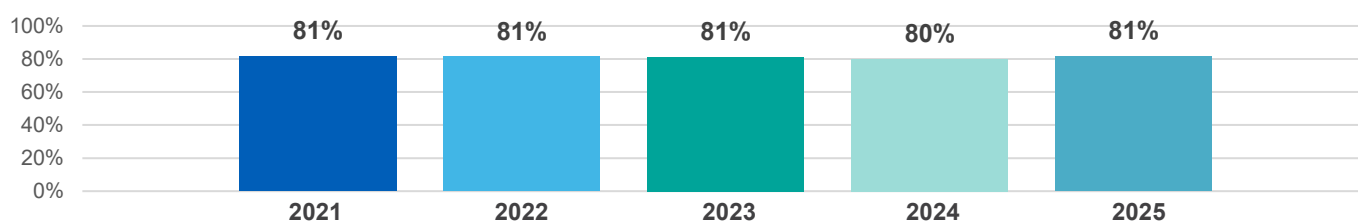


DIAGNOSTIC TESTS

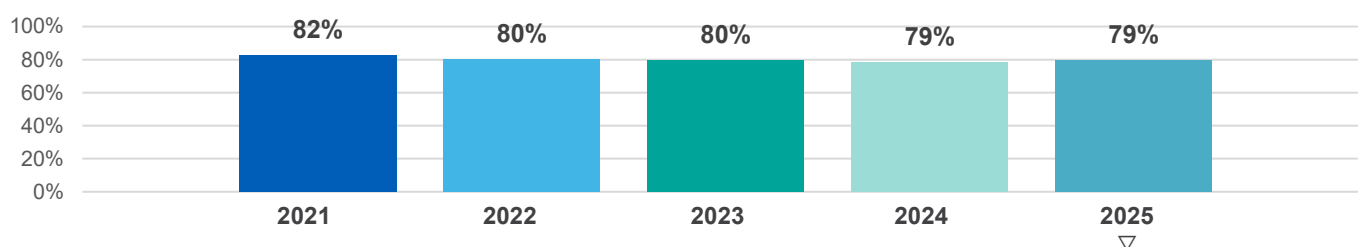
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



Year on year charts

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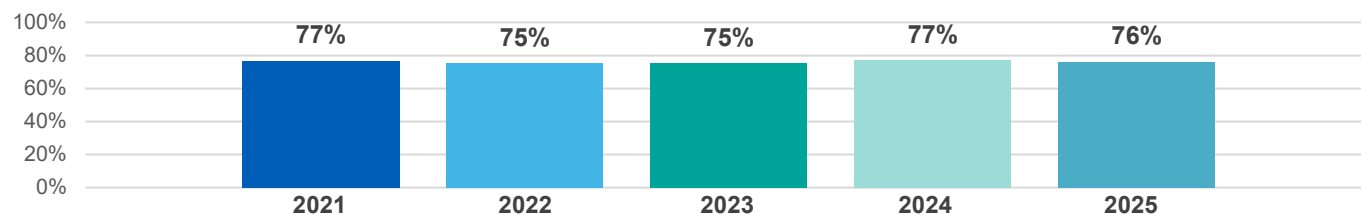
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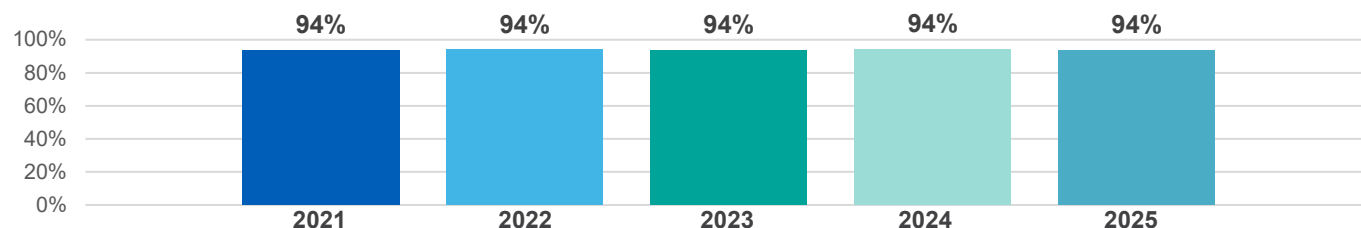
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- No score available.

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

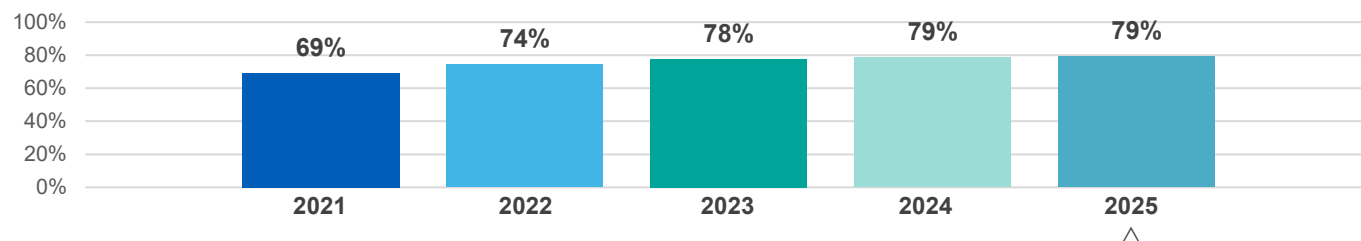


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

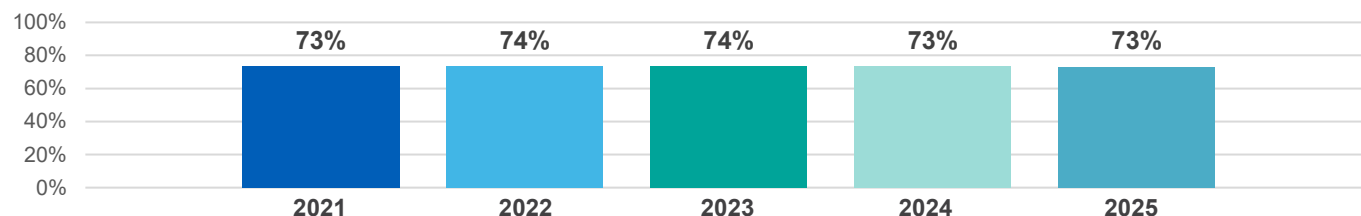


FINDING OUT THAT YOU HAD CANCER

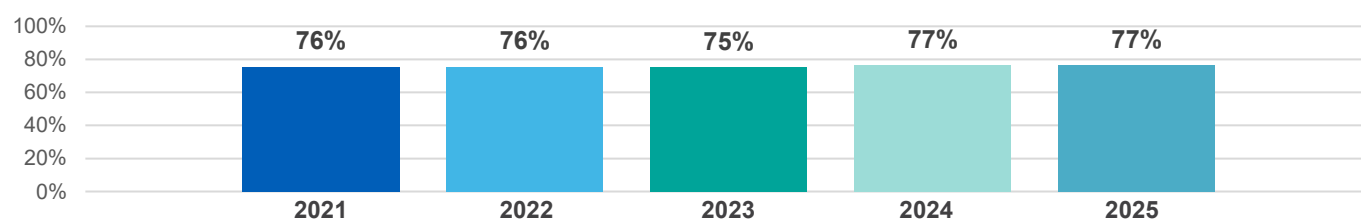
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



Year on year charts

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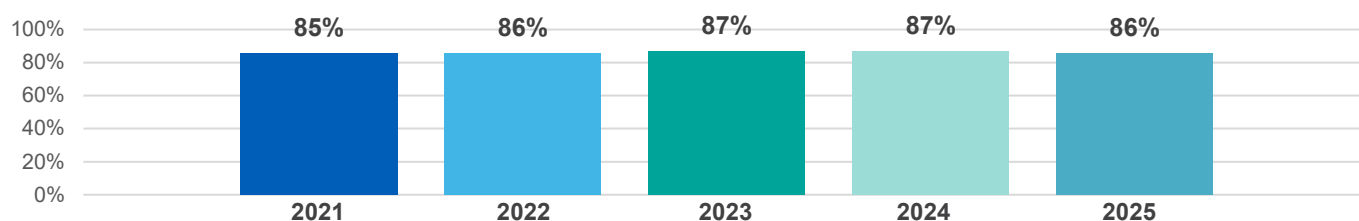
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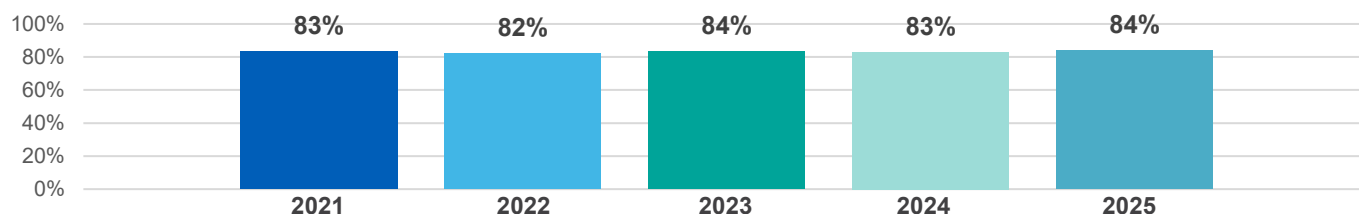
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

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

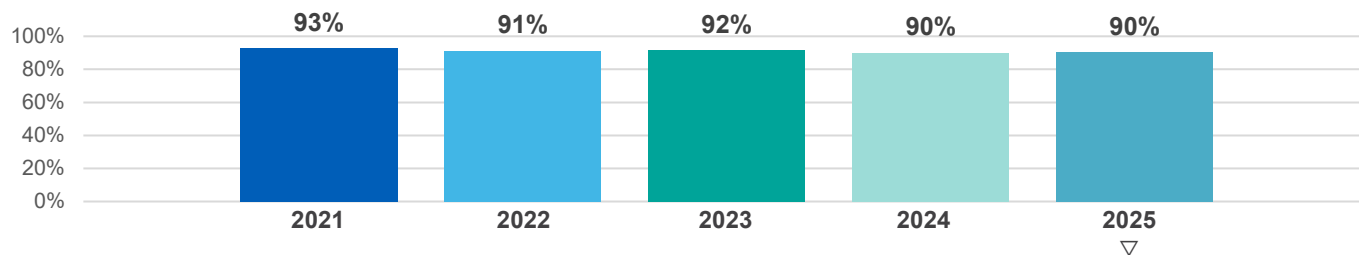


Q16. Patient was told they could go back later for more information about their diagnosis

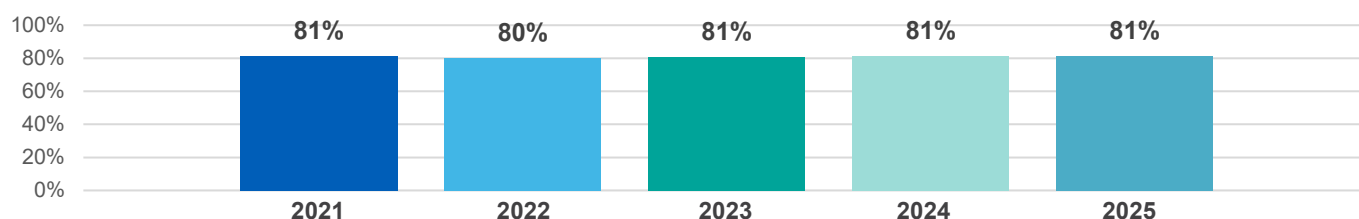


SUPPORT FROM A MAIN CONTACT PERSON

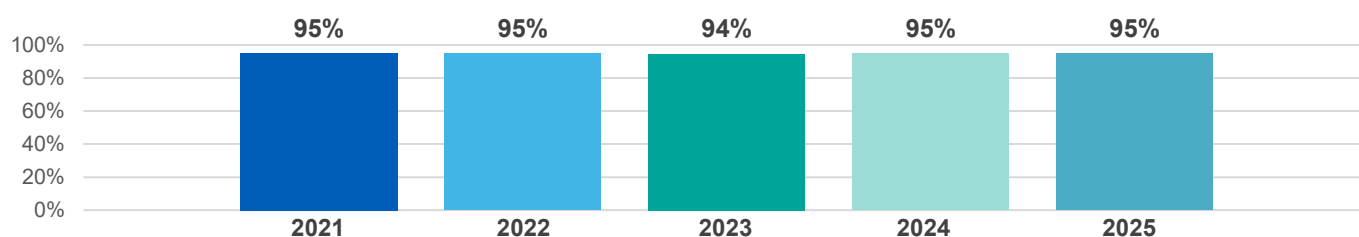
Q17. Patient had a main point of contact within the care team



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



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



Year on year charts

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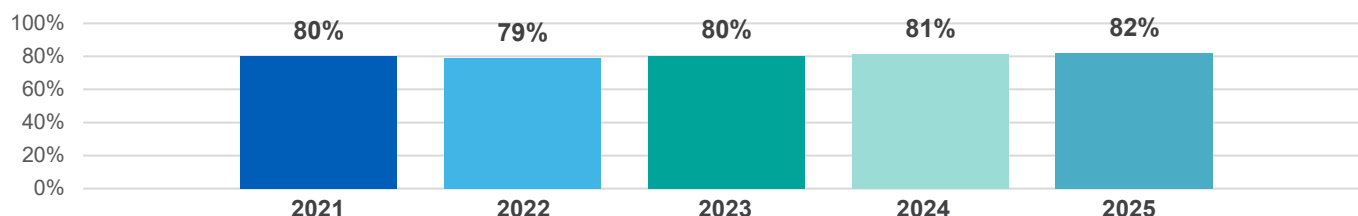
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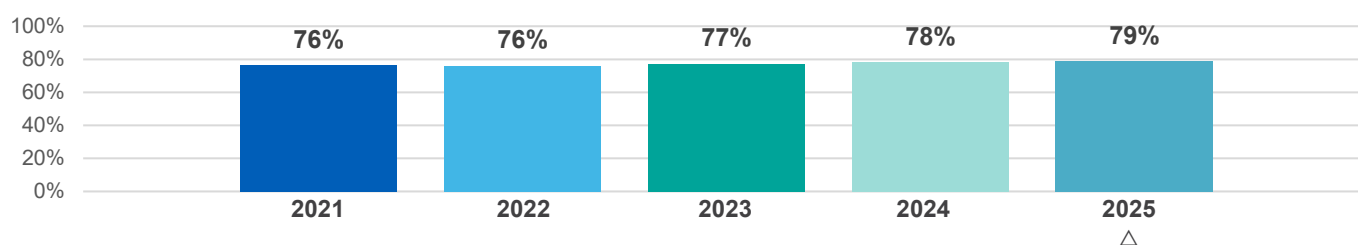
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DECIDING ON THE BEST TREATMENT

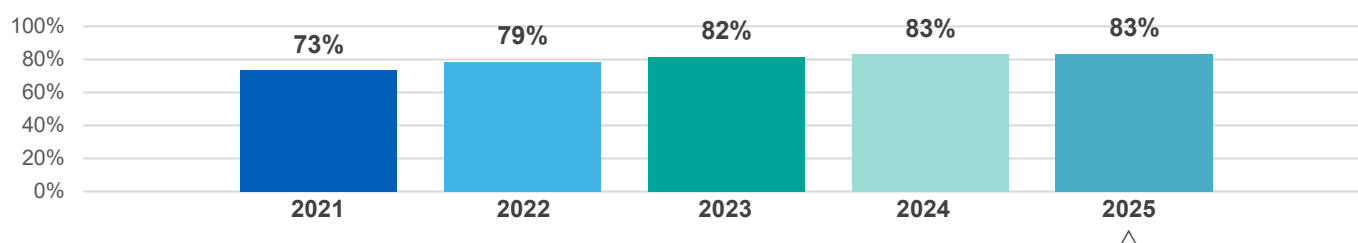
Q20. Treatment options were explained in a way the patient could completely understand



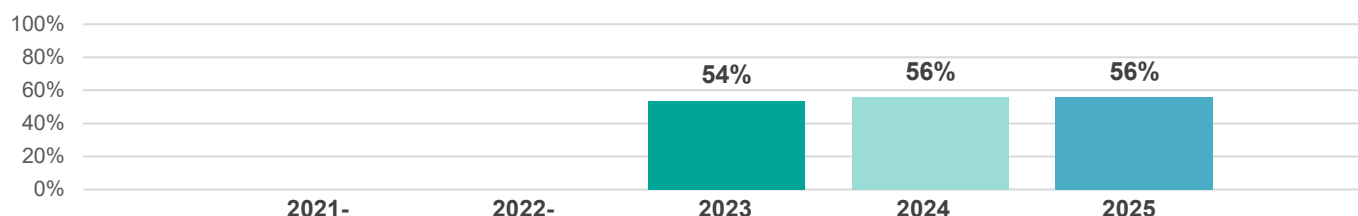
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

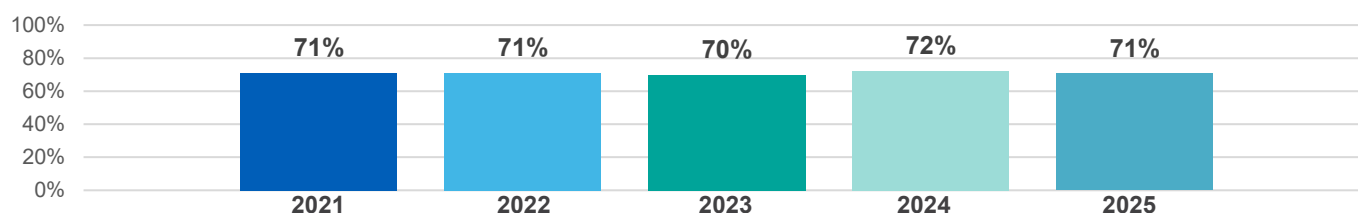


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



Year on year charts

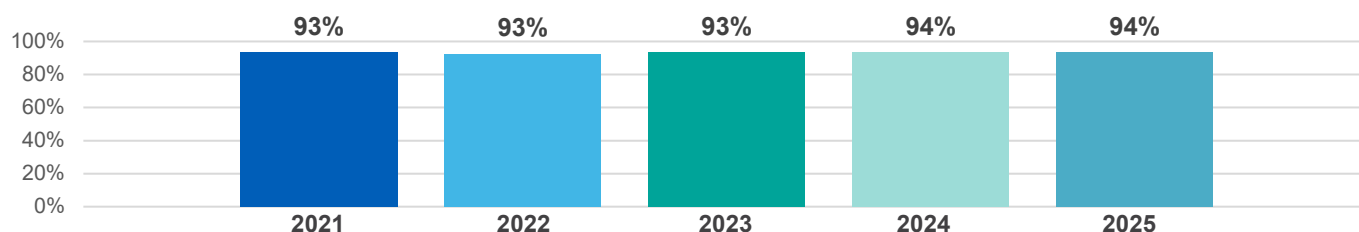
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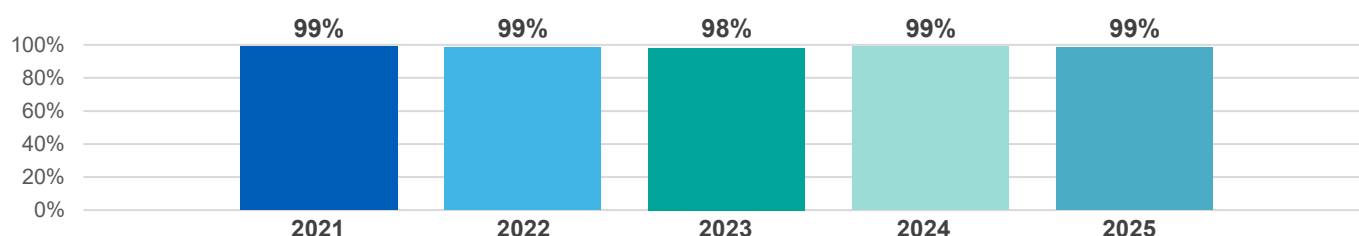
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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

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

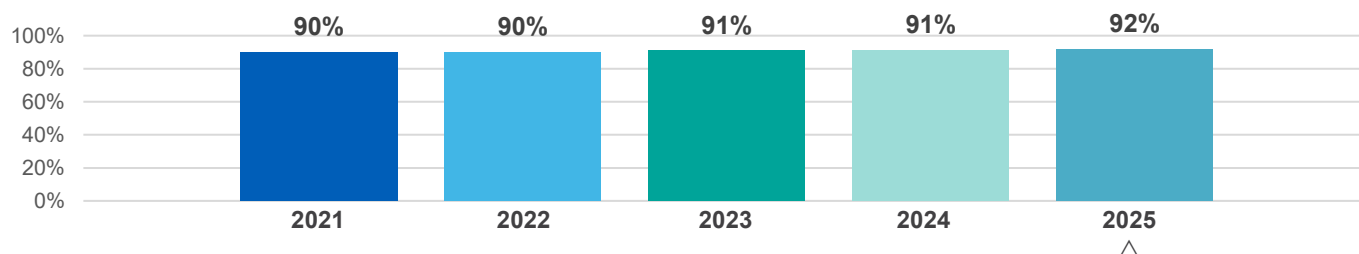


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

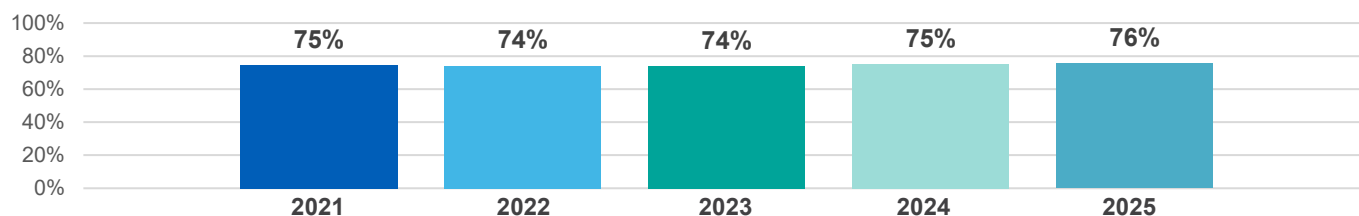


SUPPORT FROM HOSPITAL STAFF

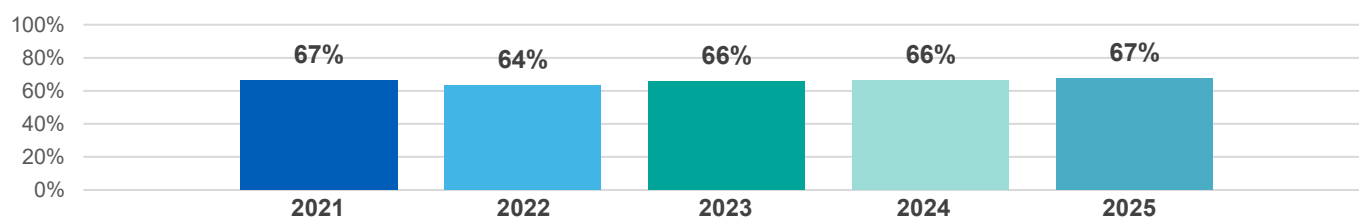
Q27. Staff provided the patient with relevant information on available support



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



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



Year on year charts

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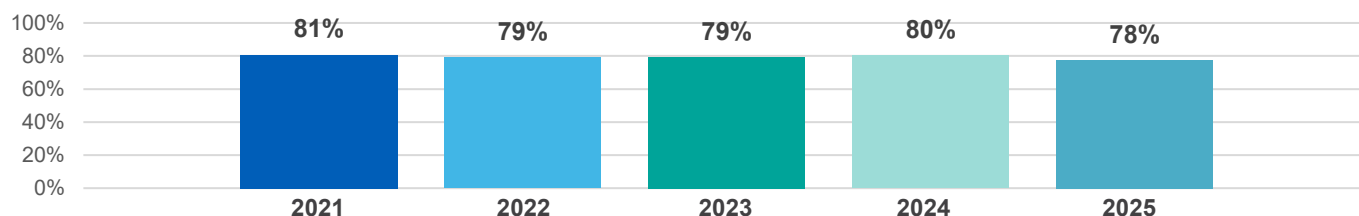
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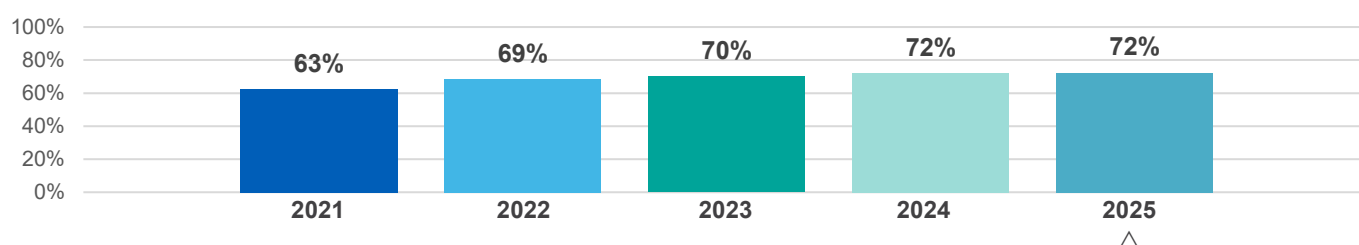
- No score available.

HOSPITAL CARE

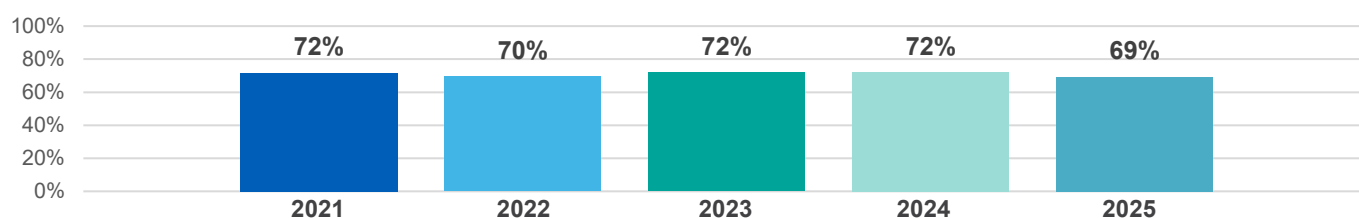
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



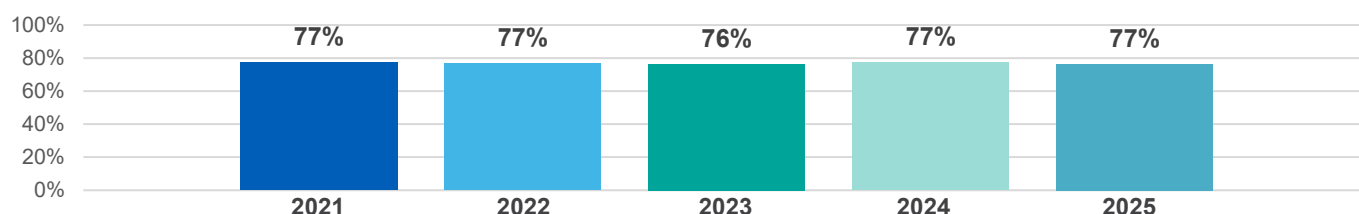
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



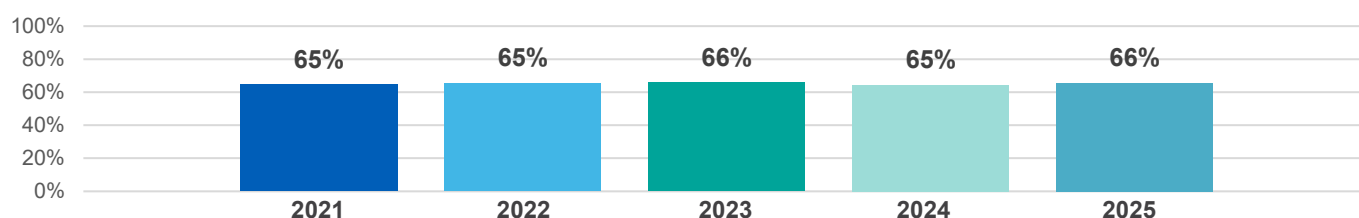
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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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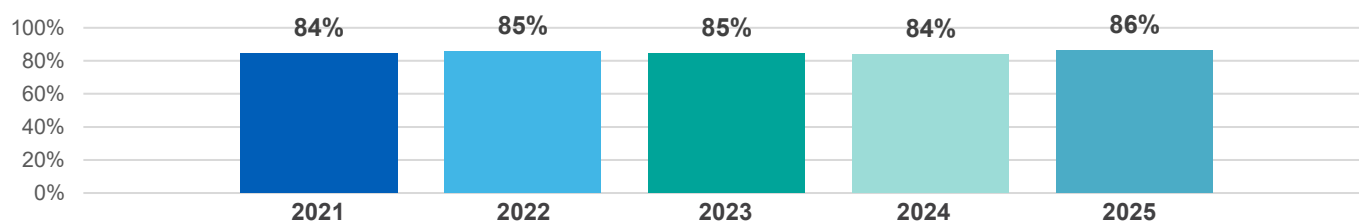
The scores are unadjusted and based on England scores only.

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

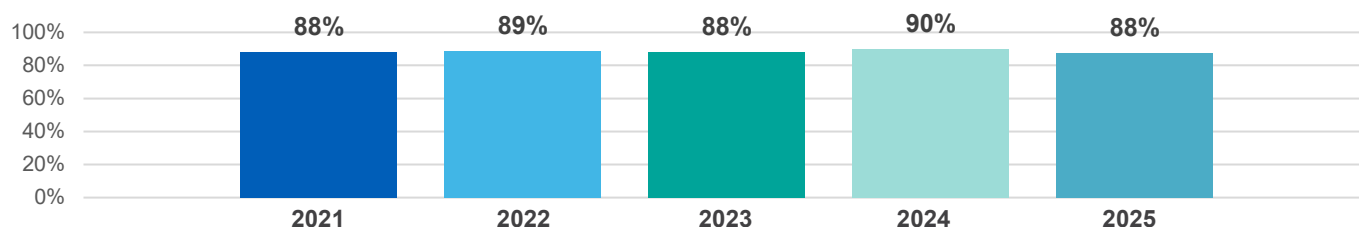
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

- No score available.

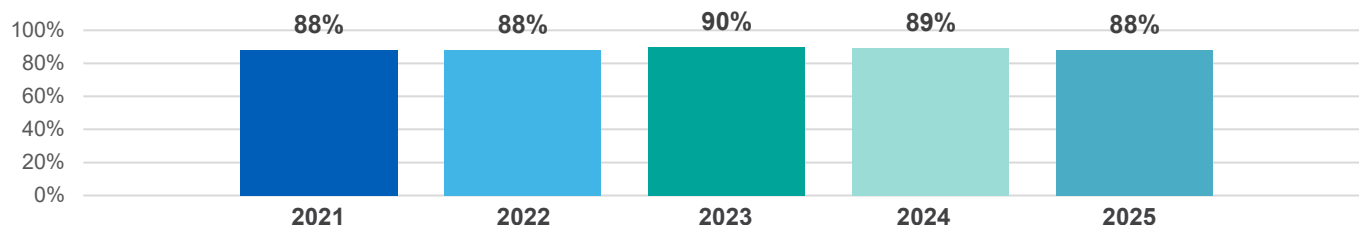
Q36. Hospital staff always did everything they could to help the patient control pain



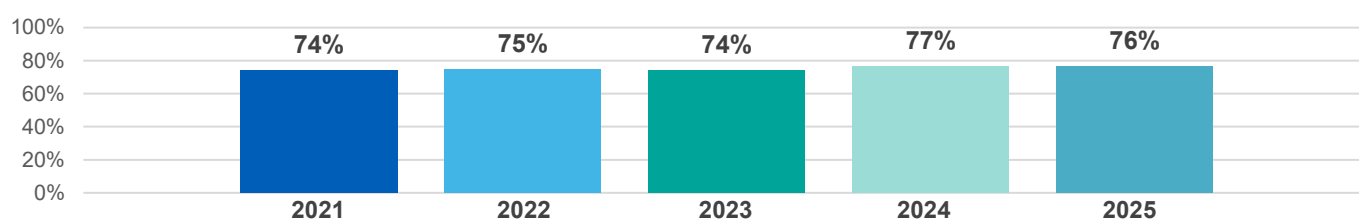
Q37. Patient was always treated with respect and dignity while in hospital



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

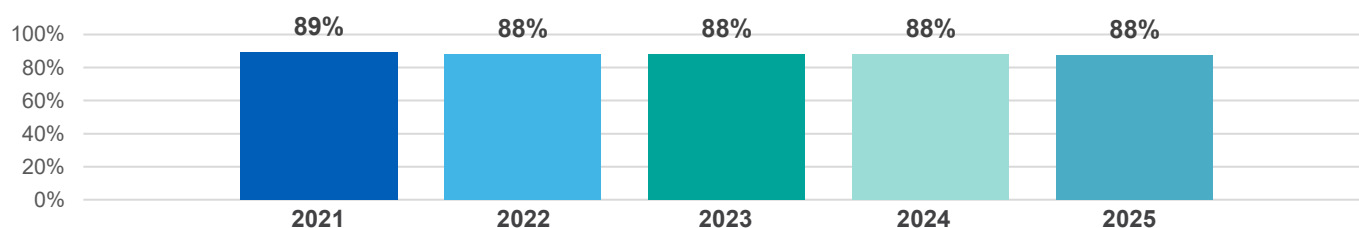


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on year charts

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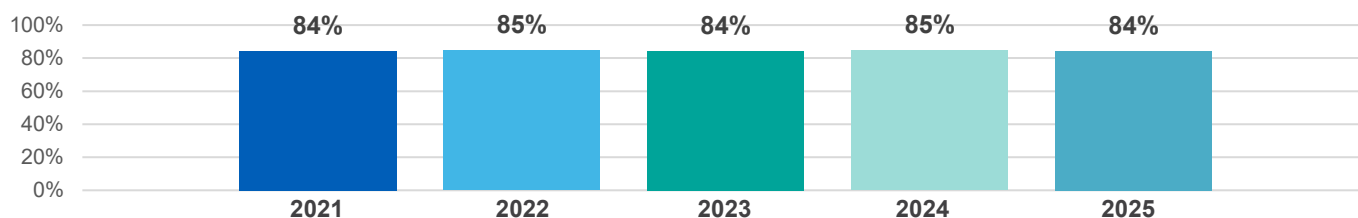
The scores are unadjusted and based on England scores only.

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

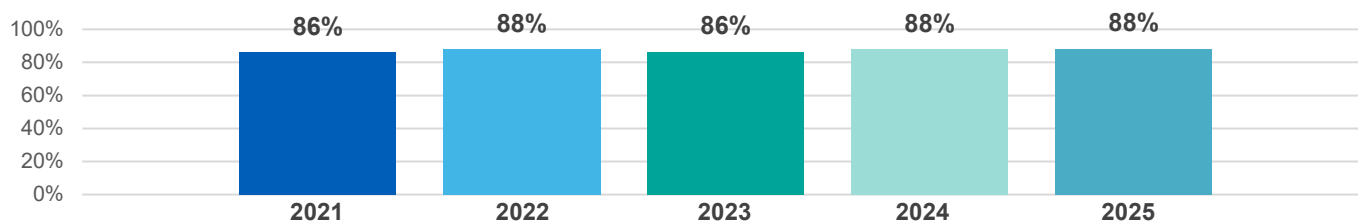
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△ or ▽ Statistically significant increase or decrease from 2021 to 2025

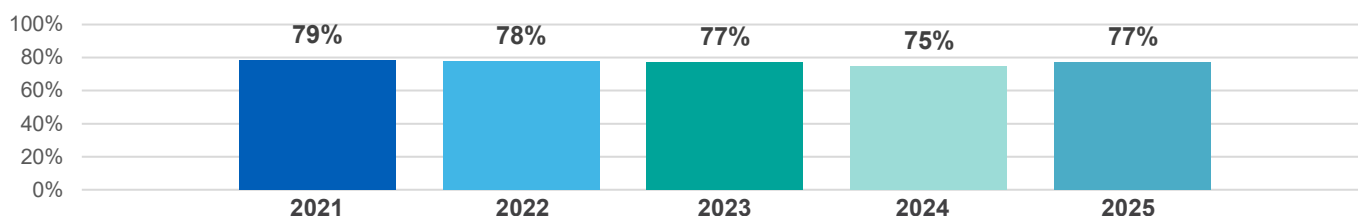
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



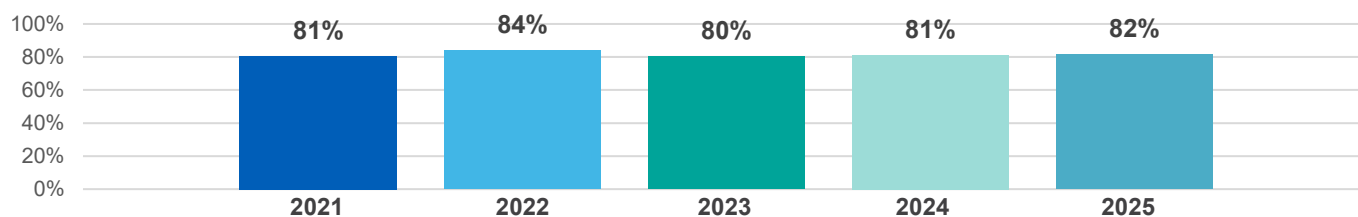
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



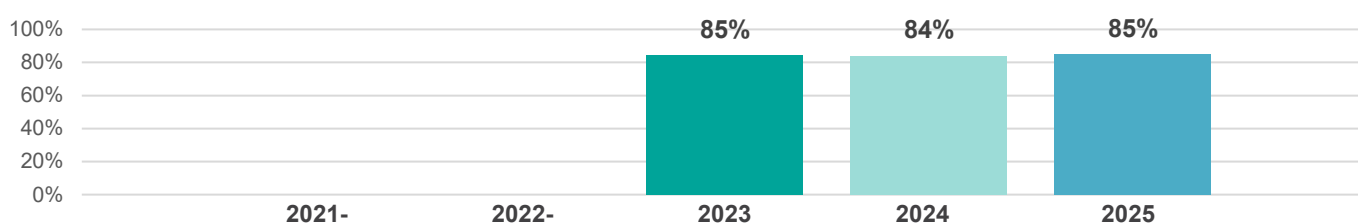
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



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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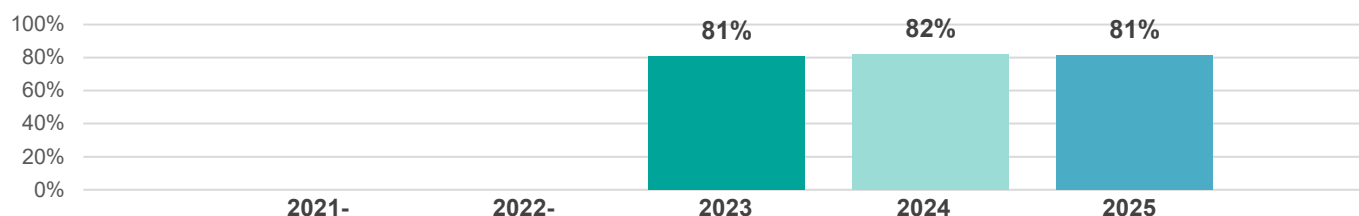
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The scores are unadjusted and based on England scores only.

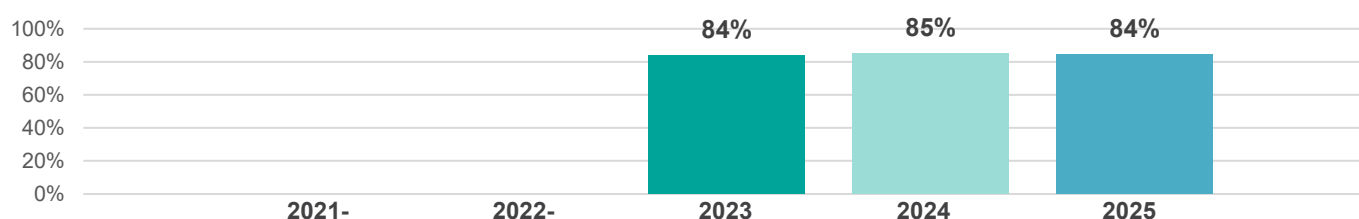
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△ or ▽ Statistically significant increase or decrease from 2021 to 2025

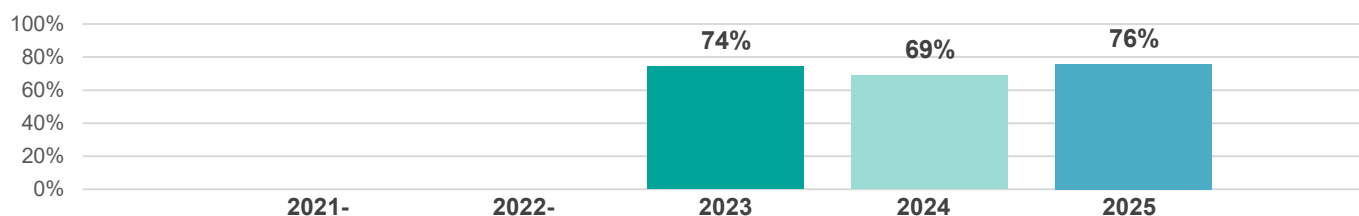
Q42_2. Patient completely had enough understandable information about their response to chemotherapy



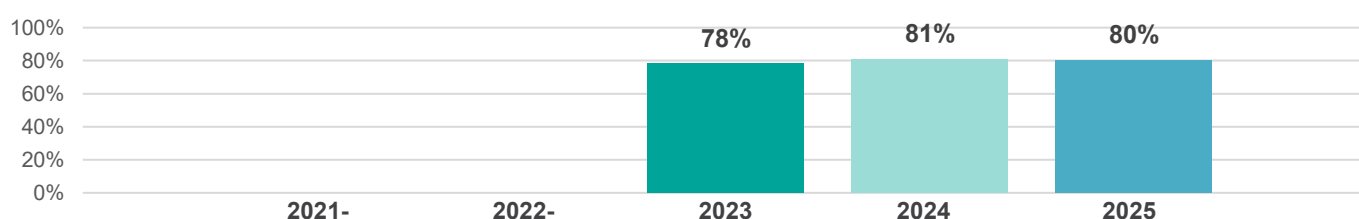
Q42_3. Patient completely had enough understandable information about their response to radiotherapy



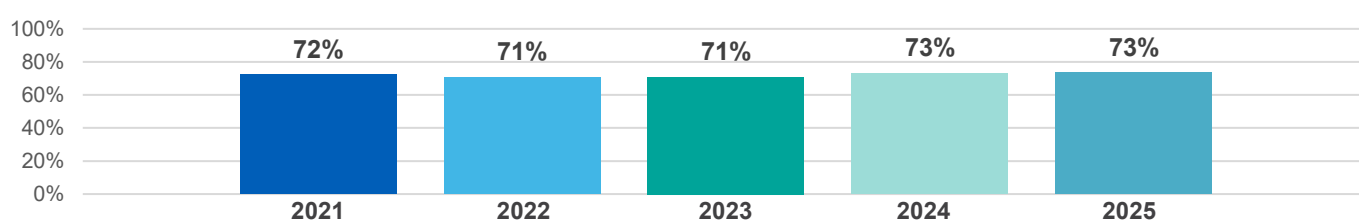
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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



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



Year on year charts

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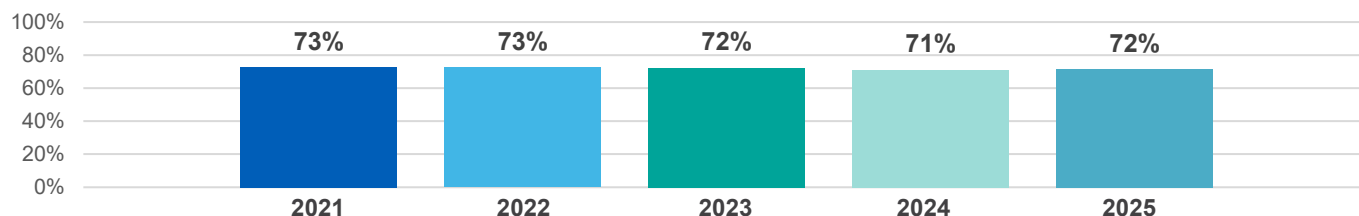
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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

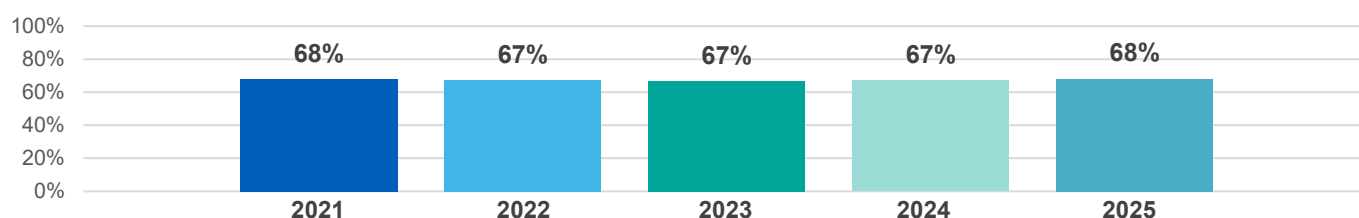
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IMMEDIATE AND LONG-TERM SIDE EFFECTS

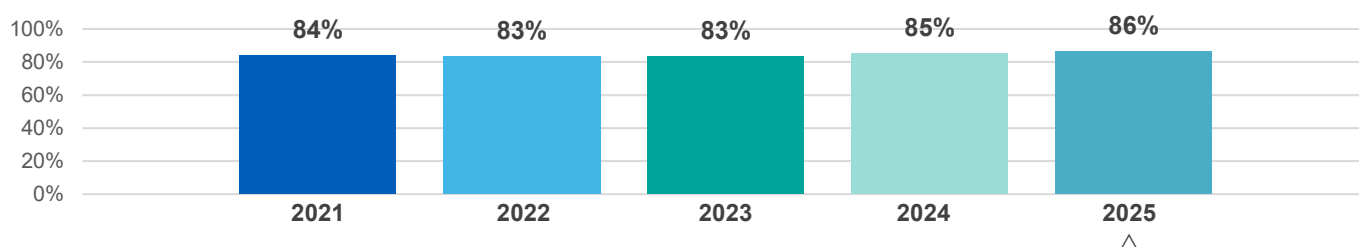
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



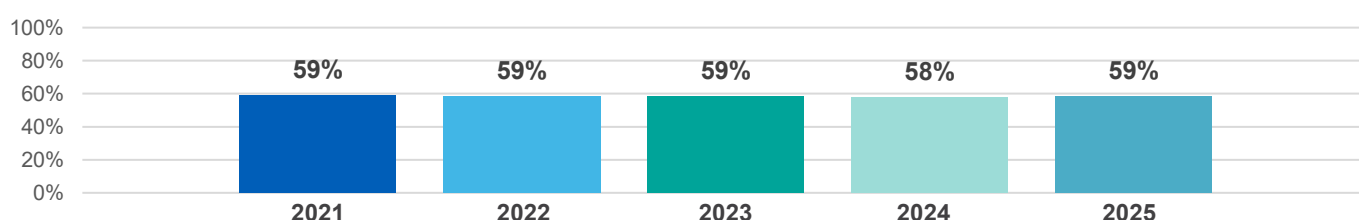
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



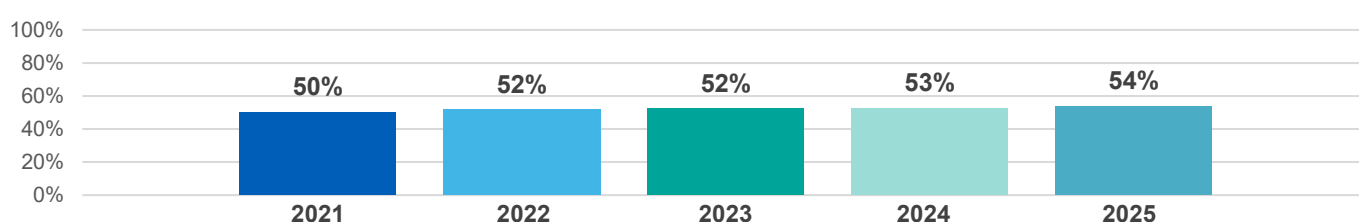
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on year charts

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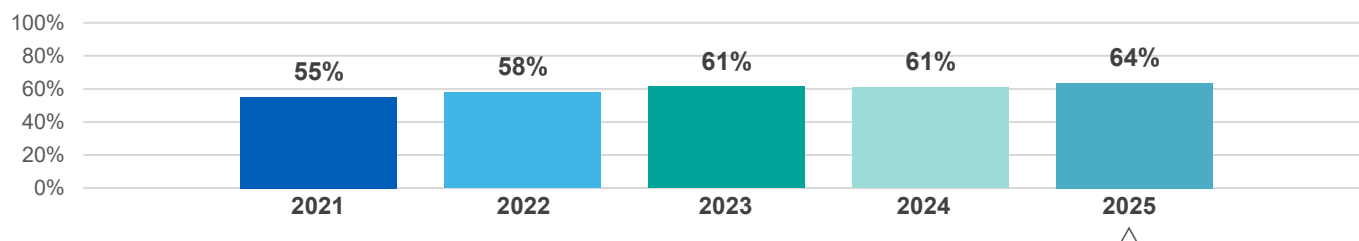
The scores are unadjusted and based on England scores only.

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

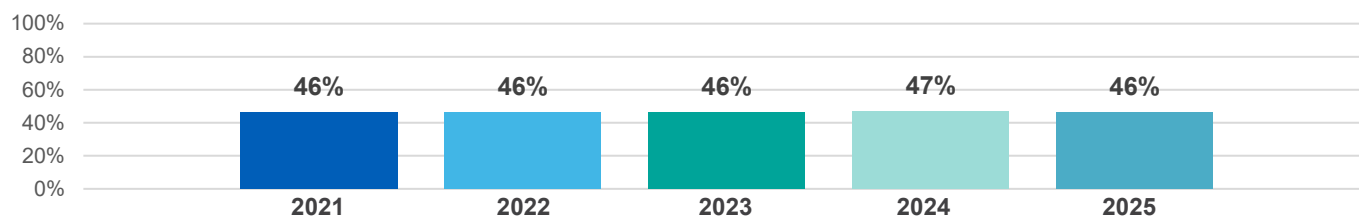
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

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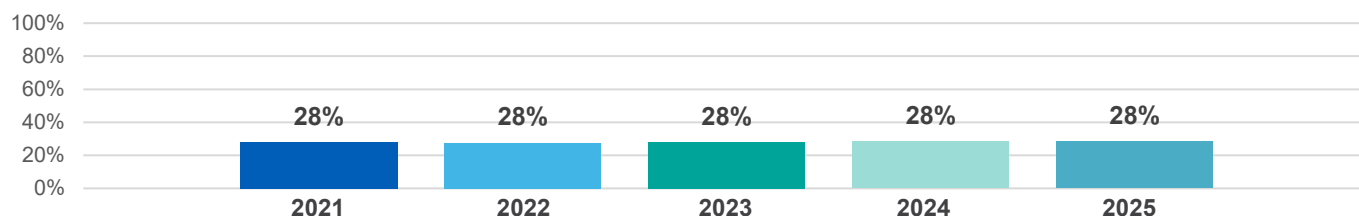
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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

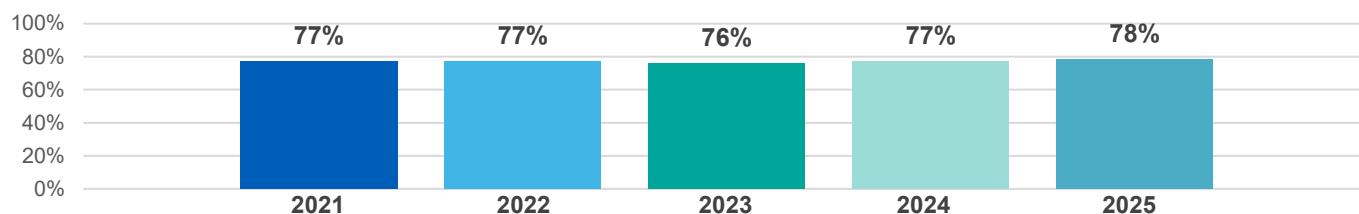
- No score available.

LIVING WITH AND BEYOND CANCER

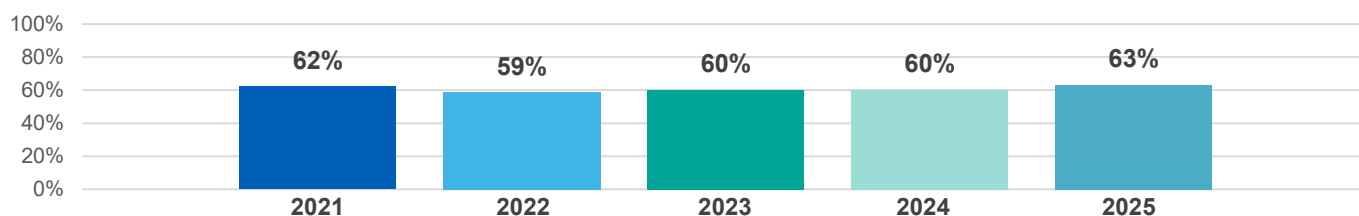
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services



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

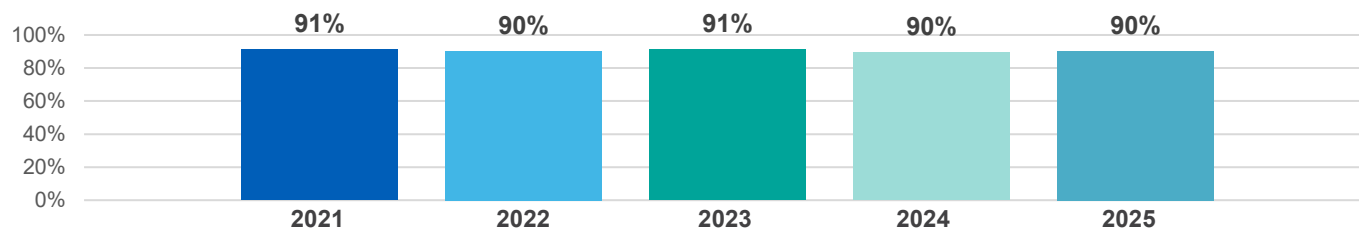


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

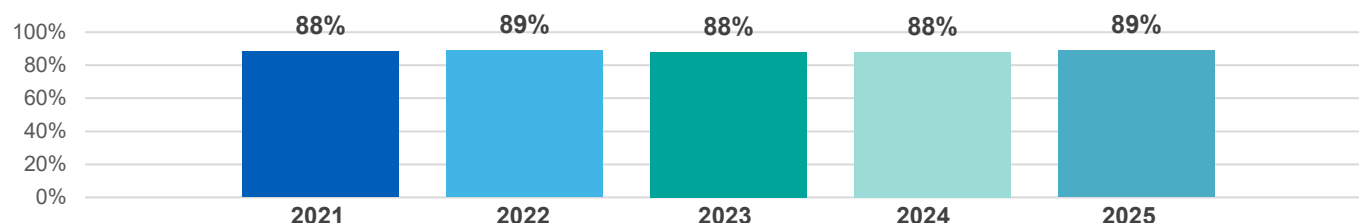


YOUR OVERALL NHS CARE

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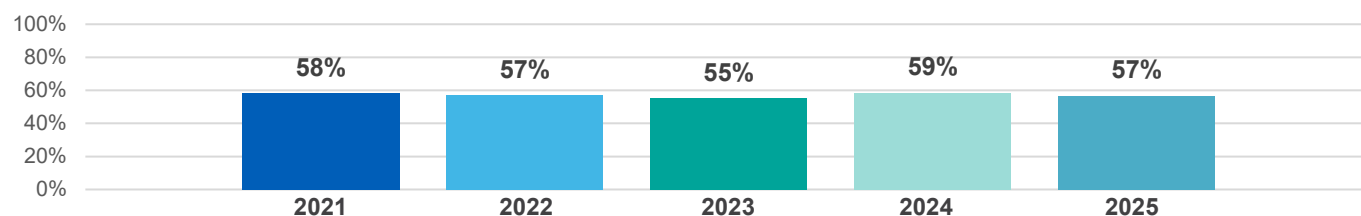
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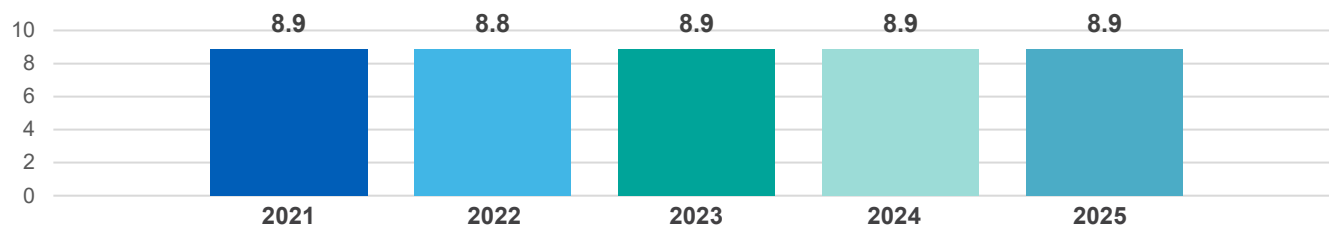
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

- No score available.

Q58. Cancer research opportunities were discussed with patient

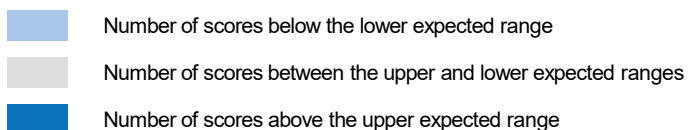


Q59. Patient's average rating of care scored from very poor to very good



Trust expected range summary

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



Trust		Expected range classification		
RPY	The Royal Marsden NHS Foundation Trust	0	48	13
RJ7	St George's University Hospitals NHS Foundation Trust	2	51	8
RAN	Royal National Orthopaedic Hospital NHS Trust	1	52	2
RAS	The Hillingdon Hospitals NHS Foundation Trust	0	61	0
RJ6	Croydon Health Services NHS Trust	1	59	1
RP6	Moorfields Eye Hospital NHS Foundation Trust	2	45	2
RVR	Epsom and St Helier University Hospitals NHS Trust	4	55	2
RKE	Whittington Health NHS Trust	3	58	0
RAX	Kingston and Richmond NHS Foundation Trust	4	57	0
R1K	London North West University Healthcare NHS Trust	6	55	0
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	8	53	0
RRV	University College London Hospitals NHS Foundation Trust	10	49	2
RYJ	Imperial College Healthcare NHS Trust	15	45	1
RAL	Royal Free London NHS Foundation Trust	28	32	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	
QWE	NHS South West London Integrated Care Board	0	60
Z9B2Z	NHS West And North London Integrated Care Board	23	37

