

National Cancer Patient Experience Survey

2025 Results

NHS Norfolk And Suffolk Integrated Care Board

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Executive summary

Questions above expected range

	Case mix adjusted scores			England score
	2025 score	Lower expected range	Upper expected range	
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	88%	83%	87%	85%

Executive summary

Questions below expected range

	Case mix adjusted scores			England score
	2025 score	Lower expected range	Upper expected range	
Q34. Patient was always able to get help from ward staff when needed	69%	69%	78%	74%
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	72%	76%	74%

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 ICB 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. From 1 April 2026, changes were made to ICB boundaries, including mergers and boundary realignments across England. Historic data in this report have been recalculated to reflect the current ICB geography and are not directly comparable with previously published ICB reports.

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 ICB 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 ICB. 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 ICB level is available in the ICB 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 ICB, the results are not shown for that question for that ICB.

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

The same rule applies to groups in each subgroup breakdown. For example, if only one ICB has the 85+ age group suppressed for Q25 we will need to suppress another ICB'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 ICB scored for each question in the survey compared with England results. It is aimed at helping individual ICBs to understand their performance and identify areas for local and regional 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 ICB.

ICBs 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 ICB performs better than how ICBs 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 ICB's size and demographics.

Comparability tables

The comparability tables show the 2024 and 2025 unadjusted scores for this ICB 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 ICBs 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.

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 ICBs 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

1,845 patients responded out of a total of 3,264 patients, resulting in a response rate of 57%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	3,472	3,264	1,845	57%
National	143,951	134,285	64,268	48%

Respondents by survey mode

	Number of respondents
Paper	1,453
Online	391
Phone	1
Translation service	0
Total	1,845

Respondents by tumour group

	Number of respondents
Brain / CNS	4
Breast	443
Colorectal / LGT	220
Gynaecological	109
Haematological	308
Head and neck	39
Lung	110
Prostate	167
Sarcoma	13
Skin	72
Upper gastro	88
Urological	115
Other	157
Total	1,845

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	1,674
Irish	6
Gypsy or Irish Traveller	*
Roma	*
Any other White background	41
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	*
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
Black / African / Caribbean / Black British	
African	*
Caribbean	7
Any other Black / African / Caribbean background	*
Other Ethnic Group	
Arab	*
Any other ethnic group	*
Not given	
Not given	91
Total	1,845

Expected range charts

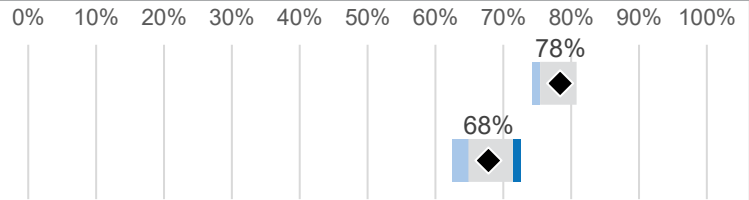
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

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

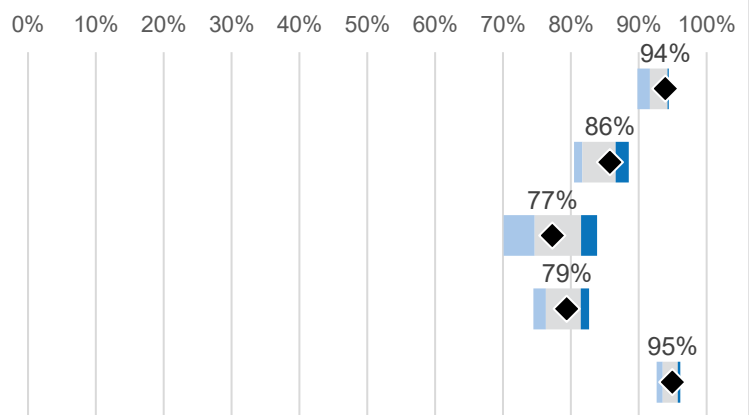
Q5. Patient received all the information needed about the diagnostic test in advance

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

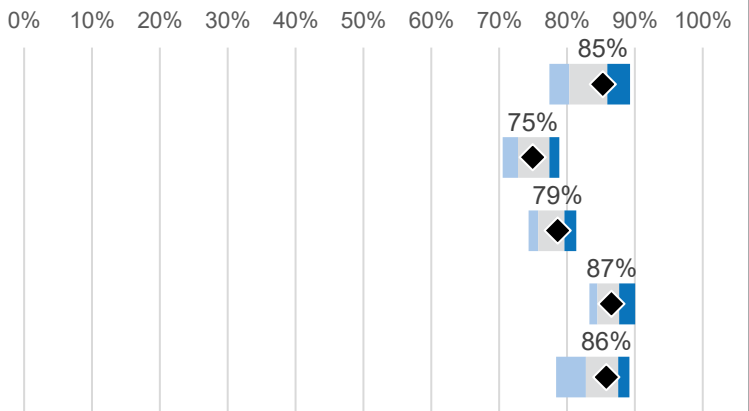
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis

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

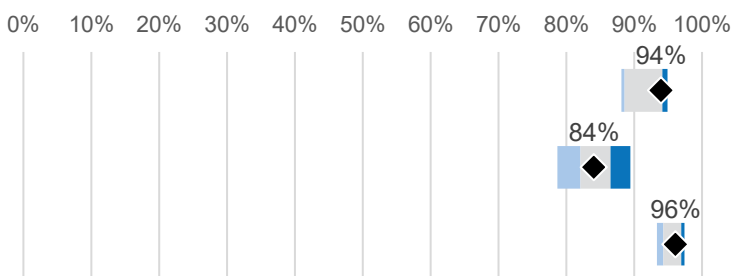


SUPPORT FROM A MAIN CONTACT PERSON

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

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

84%

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

82%

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

88%

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

55%

CARE PLANNING

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

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

73%

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

77%

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

74%

HOSPITAL CARE

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

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

76%

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

69%

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

69%

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

63%

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

82%

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

86%

Expected range charts

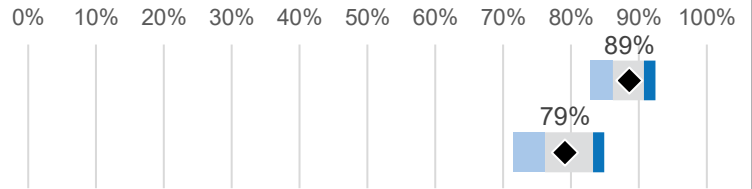
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

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

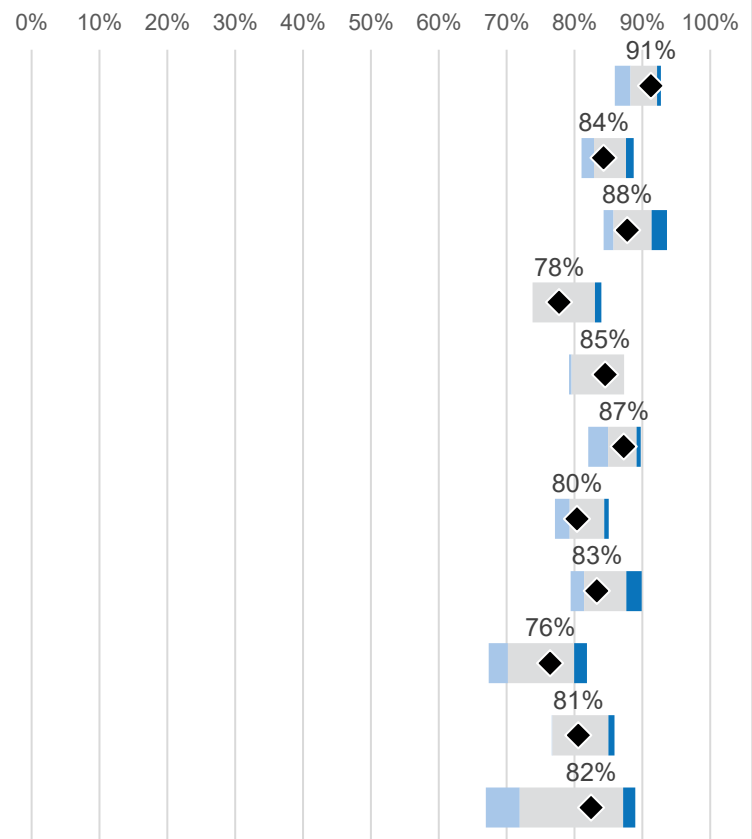
Q42_2. Patient completely had enough understandable information about their response to chemotherapy

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

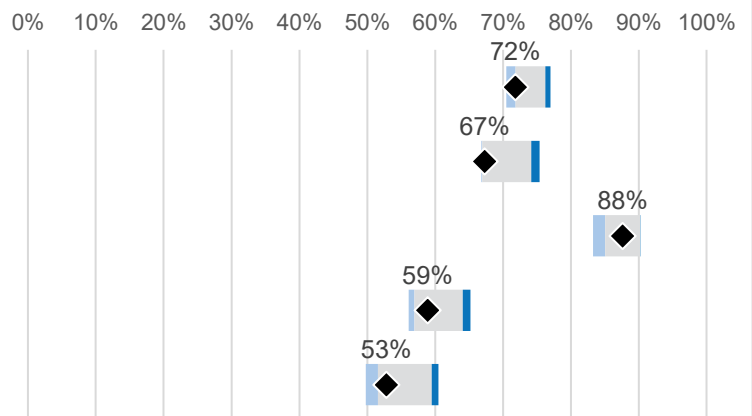
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

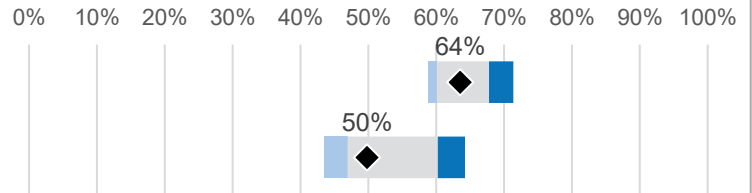
Lower expected range Within expected range Upper expected range Case mix adjusted score

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

SUPPORT WHILE AT HOME

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

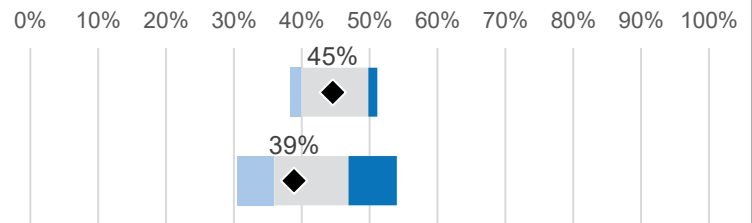
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services



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)

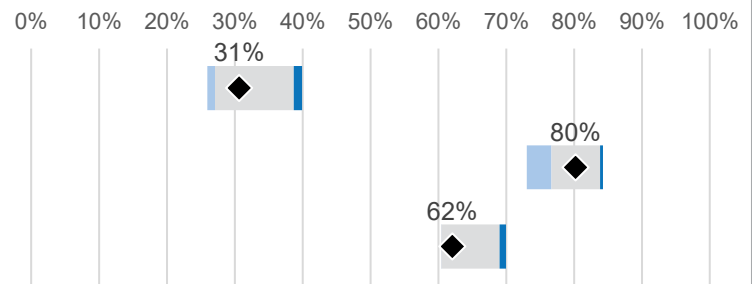


LIVING WITH AND BEYOND CANCER

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

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

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



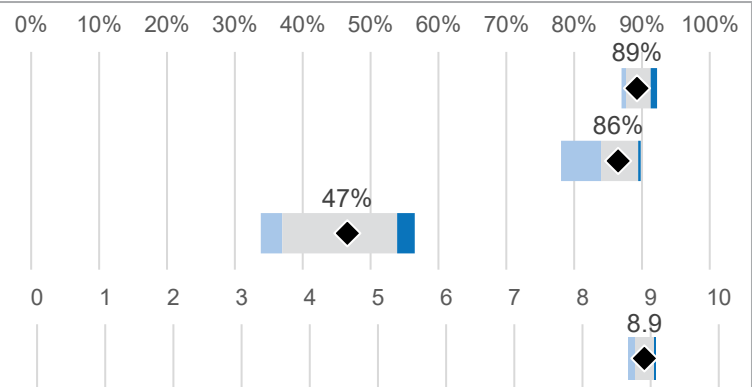
YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

Q57. Administration of care was very good or good

Q58. Cancer research opportunities were discussed with patient

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



Comparability tables

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

▲ or ▼ Change 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	1082	79%	909	79%			78%	75%	81%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	1497	68%	1206	68%		△	68%	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	1788	94%	1498	94%			94%	92%	94%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1900	86%	1556	86%			86%	82%	87%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1909	77%	1561	77%		▽	77%	75%	81%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	1918	81%	1564	80%			79%	76%	81%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1922	95%	1569	95%			95%	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	2093	85%	1720	85%		△	85%	80%	86%	83%
Q13. Patient was definitely told sensitively that they had cancer	2224	77%	1827	75%			75%	73%	77%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	2234	80%	1831	79%			79%	76%	80%	78%
Q15. Patient was definitely told about their diagnosis in an appropriate place	2234	87%	1827	86%			87%	84%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	1963	87%	1618	86%		△	86%	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	2154	94%	1775	94%			94%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	1859	89%	1532	84%	▼		84%	82%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	1931	97%	1593	96%			96%	94%	97%	96%

Comparability tables

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

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

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	2087	84%	1713	85%			84%	81%	85%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	2208	81%	1808	82%			82%	78%	83%	80%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	1940	87%	1607	88%		△	88%	83%	87%	85%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	1122	59%	911	54%			55%	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	2004	76%	1615	73%			73%	70%	76%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	1170	95%	965	94%			94%	92%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	959	99%	779	99%			99%	98%	100%	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	1918	93%	1593	92%		△	92%	90%	94%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	2228	80%	1811	77%			77%	73%	80%	77%
Q29. Patient was offered information about how to get financial help or benefits	1155	74%	953	74%			74%	66%	76%	71%

Comparability tables

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- 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	902	80%	777	76%			76%	75%	81%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	747	71%	662	69%		△	69%	69%	76%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	886	73%	766	69%			69%	68%	76%	72%
Q34. Patient was always able to get help from ward staff when needed	878	71%	766	68%			69%	69%	78%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	853	67%	744	63%			63%	62%	70%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	777	84%	671	83%			82%	82%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	896	87%	776	86%			86%	85%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	881	86%	747	89%			89%	86%	91%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1977	83%	1556	79%	▼		79%	76%	83%	80%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2024 n	2024 score	2025 n	2025 score	Change 2024-2025	Change overall	2025 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	1137	90%	986	92%			91%	88%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	997	88%	886	84%			84%	83%	88%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	595	86%	516	88%			88%	86%	91%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	422	81%	307	77%			78%	74%	83%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	357	82%	351	84%			85%	80%	87%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	1117	87%	973	88%			87%	85%	89%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	998	84%	876	81%			80%	79%	84%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	588	84%	519	84%			83%	81%	88%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	416	79%	300	76%			76%	70%	80%	75%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	355	81%	348	80%			81%	77%	85%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	2181	82%	1788	82%		▽	82%	72%	87%	80%

Comparability tables

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△ 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

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	2116	76%	1743	72%			72%	72%	76%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	2019	73%	1656	68%	▼		67%	67%	74%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1656	89%	1357	88%			88%	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	1993	62%	1623	58%			59%	57%	64%	61%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1729	57%	1412	53%			53%	52%	59%	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	1567	66%	1256	64%		△	64%	60%	68%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	787	55%	679	50%			50%	47%	60%	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	-	-	1143	44%			45%	40%	50%	45%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	-	-	963	38%			39%	36%	47%	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	385	30%	380	30%			31%	27%	39%	33%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	933	82%	793	80%			80%	77%	84%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1703	65%	1411	62%			62%	60%	69%	65%

Comparability tables

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△ 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

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	2144	91%	1725	89%			89%	88%	91%	89%
Q57. Administration of care was very good or good	2205	88%	1791	86%		▽	86%	84%	89%	87%
Q58. Cancer research opportunities were discussed with patient	1368	45%	1100	46%		△	47%	37%	54%	45%
Q59. Patient's average rating of care scored from very poor to very good	2153	9	1752	8.9			8.9	8.8	9.1	8.9

Tumour group tables

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SUPPORT FROM YOUR GP PRACTICE															Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All													
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	91%	77%	75%	66%	95%	71%	83%	45%	90%	72%	77%	74%	79%													
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	78%	66%	67%	53%	65%	55%	81%	*	83%	53%	62%	68%	68%													

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	*	94%	94%	88%	94%	92%	94%	95%	80%	95%	97%	92%	95%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	89%	85%	77%	86%	89%	86%	88%	70%	88%	85%	81%	84%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	80%	78%	71%	86%	73%	74%	71%	80%	68%	75%	81%	72%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	82%	80%	75%	77%	73%	74%	85%	60%	86%	81%	80%	80%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	96%	95%	95%	95%	92%	94%	96%	90%	98%	90%	94%	93%	95%

FINDING OUT THAT YOU HAD CANCER														
	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	92%	94%	80%	79%	86%	85%	90%	58%	73%	80%	81%	77%	85%
Q13. Patient was definitely told sensitively that they had cancer	*	81%	79%	79%	70%	67%	76%	77%	54%	82%	64%	71%	67%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	82%	80%	81%	68%	82%	80%	83%	46%	88%	80%	81%	75%	79%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	92%	87%	86%	82%	89%	85%	90%	62%	93%	77%	87%	80%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	*	90%	86%	88%	82%	74%	83%	95%	67%	85%	82%	84%	79%	86%

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	*	95%	94%	92%	95%	89%	97%	91%	85%	91%	98%	94%	95%
Q18. Patient found it very or quite easy to contact their main contact person	*	88%	86%	88%	82%	76%	79%	86%	64%	94%	83%	85%	79%
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	99%	97%	96%	87%	96%	99%	82%	98%	94%	97%	96%

	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	*	83%	88%	84%	82%	89%	87%	82%	82%	91%	89%	87%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	77%	87%	83%	84%	76%	84%	78%	92%	90%	89%	85%	83%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	85%	91%	93%	88%	81%	90%	90%	85%	93%	94%	86%	90%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	47%	57%	64%	60%	50%	60%	58%	*	50%	50%	59%	45%

	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%	69%	68%	71%	76%	76%	85%	83%	66%	75%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	91%	91%	98%	98%	93%	98%	93%	100%	97%	94%	95%	98%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	99%	100%	100%	100%	100%	97%	100%	100%	95%	100%	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	*	93%	93%	94%	89%	85%	97%	93%	92%	94%	92%	92%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	74%	79%	71%	80%	76%	82%	80%	75%	83%	74%	76%	74%
Q29. Patient was offered information about how to get financial help or benefits	*	74%	71%	88%	74%	69%	77%	72%	70%	75%	85%	69%	71%

Tumour group tables

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HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	64%	78%	76%	80%	69%	76%	82%	45%	90%	81%	75%	86%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	61%	69%	71%	70%	64%	64%	76%	73%	*	70%	72%	76%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	65%	68%	73%	69%	70%	76%	77%	73%	70%	72%	71%	59%	69%
Q34. Patient was always able to get help from ward staff when needed	*	63%	72%	71%	76%	62%	62%	68%	82%	*	67%	65%	64%	68%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	59%	65%	65%	67%	48%	57%	64%	82%	70%	58%	65%	66%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	85%	85%	80%	76%	77%	85%	87%	73%	*	89%	80%	83%	83%
Q37. Patient was always treated with respect and dignity while in hospital	*	86%	86%	86%	86%	86%	82%	93%	91%	80%	89%	87%	86%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	91%	88%	93%	87%	83%	89%	89%	91%	*	86%	89%	91%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	75%	76%	81%	84%	80%	83%	82%	82%	81%	85%	77%	81%	79%

YOUR TREATMENT	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	90%	92%	94%	91%	91%	93%	91%	*	93%	96%	93%	85%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	81%	82%	85%	86%	100%	88%	86%	*	*	90%	84%	83%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	89%	86%	97%	92%	85%	81%	90%	*	*	82%	*	82%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	75%	*	*	*	*	*	76%	*	*	*	*	89%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	77%	86%	*	85%	*	88%	*	*	95%	87%	89%	87%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	86%	86%	94%	92%	76%	93%	90%	*	90%	92%	88%	85%	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	69%	88%	83%	83%	80%	84%	86%	*	*	82%	74%	84%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	81%	88%	88%	85%	80%	85%	89%	*	*	83%	90%	87%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	72%	*	*	*	*	*	81%	*	*	*	*	85%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	67%	93%	*	86%	*	79%	*	*	90%	87%	85%	89%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	81%	88%	88%	79%	77%	85%	81%	92%	83%	82%	83%	82%	82%

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	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	69%	74%	73%	67%	67%	73%	77%	85%	79%	72%	74%	75%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	67%	70%	65%	68%	51%	73%	67%	69%	70%	59%	67%	70%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	88%	89%	95%	86%	78%	93%	87%	91%	85%	87%	86%	88%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	54%	60%	54%	58%	55%	58%	65%	69%	71%	57%	66%	61%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	49%	54%	46%	55%	50%	51%	57%	55%	69%	46%	56%	55%	53%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	59%	66%	64%	66%	56%	65%	64%	80%	68%	65%	69%	59%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	48%	59%	54%	45%	54%	46%	50%	*	73%	42%	51%	49%	50%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	*	39%	46%	48%	41%	43%	45%	47%	50%	53%	43%	54%	46%	44%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	*	41%	49%	62%	22%	63%	43%	52%	*	39%	39%	42%	26%	38%

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
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	25%	40%	25%	30%	*	27%	46%	*	*	14%	34%	43%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	81%	77%	80%	81%	72%	85%	85%	*	83%	85%	78%	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	57%	60%	60%	68%	62%	59%	60%	82%	80%	58%	62%	65%

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q56. The whole care team worked well together	*	88%	91%	90%	88%	89%	93%	94%	77%	96%	84%	89%	86%
Q57. Administration of care was very good or good	*	84%	89%	88%	86%	87%	87%	89%	85%	92%	81%	85%	90%
Q58. Cancer research opportunities were discussed with patient	*	42%	42%	42%	55%	20%	44%	41%	*	69%	58%	37%	51%
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	9	9.2	9	8.5	8.8	9	8.5	9.2	9	8.8	8.9

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	63%	80%	82%	74%	79%	81%	83%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	50%	80%	68%	74%	70%	62%	56%	68%

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	*	80%	97%	92%	95%	94%	94%	90%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	73%	94%	84%	87%	86%	86%	79%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	56%	76%	69%	74%	77%	82%	83%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	35%	82%	76%	80%	79%	83%	72%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	76%	97%	91%	94%	96%	96%	95%	95%

FINDING OUT THAT YOU HAD CANCER									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	67%	84%	85%	85%	86%	85%	91%	85%
Q13. Patient was definitely told sensitively that they had cancer	*	50%	77%	73%	74%	74%	77%	77%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	67%	75%	76%	79%	79%	79%	81%	79%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	67%	89%	87%	85%	86%	87%	91%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	*	88%	90%	84%	89%	88%	81%	83%	86%

SUPPORT FROM A MAIN CONTACT PERSON									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	94%	100%	92%	93%	95%	94%	90%	94%
Q18. Patient found it very or quite easy to contact their main contact person	*	75%	88%	75%	83%	86%	86%	84%	84%
Q19. Patient found advice from main contact person was very or quite helpful	*	94%	95%	94%	95%	96%	97%	98%	96%

DECIDING ON THE BEST TREATMENT									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	71%	79%	74%	85%	88%	85%	75%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	78%	69%	75%	81%	85%	83%	82%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	88%	82%	81%	87%	90%	90%	89%	88%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	20%	42%	49%	52%	60%	55%	36%	54%

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	*	59%	65%	66%	77%	75%	72%	65%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	91%	84%	91%	93%	96%	96%	89%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	98%	100%	99%	99%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	83%	93%	92%	94%	95%	90%	78%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	44%	58%	68%	76%	81%	79%	74%	77%
Q29. Patient was offered information about how to get financial help or benefits	*	56%	69%	76%	77%	79%	69%	61%	74%

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	*	50%	40%	73%	71%	79%	80%	76%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	50%	67%	65%	68%	72%	72%	47%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	60%	79%	61%	70%	70%	71%	65%	69%
Q34. Patient was always able to get help from ward staff when needed	*	50%	67%	72%	62%	70%	71%	67%	68%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	40%	73%	58%	61%	68%	61%	58%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	60%	83%	73%	80%	86%	85%	72%	83%
Q37. Patient was always treated with respect and dignity while in hospital	*	50%	87%	81%	85%	88%	89%	86%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	87%	88%	86%	92%	89%	67%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	75%	69%	64%	80%	84%	80%	75%	79%

Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	80%	94%	81%	91%	93%	93%	89%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	79%	83%	74%	87%	86%	83%	88%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	89%	81%	88%	88%	92%	*	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	41%	70%	83%	81%	82%	*	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	88%	81%	80%	91%	84%	*	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	80%	91%	83%	87%	90%	87%	77%	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	71%	67%	68%	83%	83%	80%	92%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	74%	77%	82%	86%	87%	*	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	44%	62%	83%	83%	78%	*	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	82%	85%	82%	84%	76%	*	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	56%	75%	79%	79%	85%	85%	77%	82%

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	*	50%	63%	62%	75%	75%	72%	61%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	44%	67%	63%	69%	69%	68%	53%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	69%	89%	85%	89%	91%	85%	84%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	38%	47%	52%	59%	63%	57%	54%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	27%	39%	50%	51%	59%	51%	40%	53%

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	40%	45%	53%	60%	68%	66%	63%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	39%	50%	56%	52%	48%	34%	50%

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	*	14%	44%	42%	47%	46%	43%	44%	44%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	*	*	44%	51%	41%	37%	34%	46%	38%

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	*	*	25%	24%	20%	38%	39%	6%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	74%	75%	74%	86%	83%	76%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	29%	43%	46%	62%	67%	65%	53%	62%

YOUR OVERALL NHS CARE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	81%	84%	87%	86%	91%	91%	86%	89%
Q57. Administration of care was very good or good	*	71%	86%	83%	82%	89%	88%	88%	86%
Q58. Cancer research opportunities were discussed with patient	*	54%	53%	38%	54%	48%	42%	21%	46%
Q59. Patient's average rating of care scored from very poor to very good	*	7.6	8.5	8.5	8.8	9.1	9	8.7	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	80%	77%	*	*	*	85%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	69%	65%	*	*	*	73%	68%

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

FINDING OUT THAT YOU HAD CANCER

Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	85%	85%	*	*	*	85%	85%
Q13. Patient was definitely told sensitively that they had cancer	78%	72%	*	*	*	74%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	78%	*	*	*	75%	79%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	86%	*	*	*	87%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	86%	*	*	*	91%	86%

SUPPORT FROM A MAIN CONTACT PERSON

Which of the following best describes you?

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	94%	94%	*	*	*	94%	94%
Q18. Patient found it very or quite easy to contact their main contact person	86%	83%	*	*	*	84%	84%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	*	*	*	98%	96%

‘Which of the following best describes you?’ tables

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

DECIDING ON THE BEST TREATMENT							
	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	85%	85%	*	*	*	76%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	83%	*	*	*	71%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	88%	89%	*	*	*	82%	88%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	52%	57%	*	*	*	53%	54%

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	73%	74%	*	*	*	65%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	94%	*	*	*	93%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	99%	*	*	*	100%	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	92%	93%	*	*	*	95%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	80%	*	*	*	65%	77%
Q29. Patient was offered information about how to get financial help or benefits	74%	75%	*	*	*	72%	74%

‘Which of the following best describes you?’ tables

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

HOSPITAL CARE							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	71%	81%	*	*	*	75%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	73%	*	*	*	71%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	70%	*	*	*	65%	69%
Q34. Patient was always able to get help from ward staff when needed	64%	73%	*	*	*	65%	68%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	66%	*	*	*	65%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	80%	85%	*	*	*	88%	83%
Q37. Patient was always treated with respect and dignity while in hospital	85%	88%	*	*	*	85%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	88%	*	*	*	95%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	82%	*	*	*	79%	79%

YOUR TREATMENT							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	92%	*	*	*	96%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	87%	*	*	*	72%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	88%	*	*	*	81%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	76%	*	*	*	82%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	88%	*	*	*	*	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	88%	*	*	*	96%	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	85%	*	*	*	74%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	87%	*	*	*	82%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	77%	*	*	*	*	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	76%	87%	*	*	*	*	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	82%	83%	*	*	*	84%	82%

'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%	*	*	*	69%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	68%	*	*	*	63%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	88%	*	*	*	83%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	61%	*	*	*	58%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	54%	*	*	*	50%	53%

SUPPORT WHILE AT HOME							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	61%	66%	*	*	*	58%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	53%	*	*	*	53%	50%

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%	47%	*	*	*	43%	44%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	38%	37%	*	*	*	62%	38%

LIVING WITH AND BEYOND CANCER							
Which of the following best describes you?							
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	31%	*	*	*	54%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	80%	*	*	*	82%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	63%	*	*	*	68%	62%

‘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	87%	92%	*	*	*	89%	89%
Q57. Administration of care was very good or good	86%	87%	*	*	*	85%	86%
Q58. Cancer research opportunities were discussed with patient	46%	47%	*	*	*	29%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9	*	*	*	8.7	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	79%	*	*	*	*	77%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	*	*	*	*	67%	68%

DIAGNOSTIC TESTS							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	94%	*	*	*	*	88%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	86%	*	90%	*	*	78%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	90%	70%	*	*	76%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	80%	90%	70%	*	75%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	100%	100%	90%	*	92%	95%

FINDING OUT THAT YOU HAD CANCER							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	85%	*	82%	73%	*	85%	85%
Q13. Patient was definitely told sensitively that they had cancer	75%	80%	73%	73%	*	73%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	90%	60%	64%	*	75%	79%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	100%	100%	91%	*	83%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	*	91%	*	*	86%	86%

SUPPORT FROM A MAIN CONTACT PERSON							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	94%	80%	100%	100%	*	90%	94%
Q18. Patient found it very or quite easy to contact their main contact person	85%	*	*	90%	*	80%	84%
Q19. Patient found advice from main contact person was very or quite helpful	96%	*	100%	*	*	97%	96%

DECIDING ON THE BEST TREATMENT							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	85%	*	70%	64%	*	77%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	83%	*	73%	67%	*	70%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	89%	*	80%	83%	*	82%	88%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	*	*	*	*	46%	54%

Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	73%	*	70%	100%	*	64%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	*	*	*	*	93%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	*	*	*	100%	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%	*	*	100%	*	93%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	*	91%	75%	*	68%	77%
Q29. Patient was offered information about how to get financial help or benefits	74%	*	*	*	*	77%	74%

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	90%	*	*	*	70%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	*	*	*	*	76%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	*	*	*	*	67%	69%
Q34. Patient was always able to get help from ward staff when needed	68%	80%	*	*	*	63%	68%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	*	*	*	*	72%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	*	*	*	*	85%	83%
Q37. Patient was always treated with respect and dignity while in hospital	86%	100%	*	*	*	83%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	90%	*	*	*	93%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	90%	70%	100%	*	77%	79%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	*	*	*	*	95%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	*	*	*	*	79%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	*	*	*	*	85%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	*	*	*	*	88%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	85%	*	*	*	*	55%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	*	*	*	*	93%	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	*	*	*	*	82%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	*	*	*	*	86%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	75%	*	*	*	*	87%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	81%	*	*	*	*	73%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	82%	*	70%	100%	*	81%	82%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	*	70%	58%	*	67%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	90%	*	60%	*	64%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	*	*	*	*	83%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	80%	*	40%	*	61%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	*	*	*	*	45%	53%

SUPPORT WHILE AT HOME	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	64%	*	*	*	*	54%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	*	*	*	*	52%	50%

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	44%	*	*	*	*	40%	44%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	38%	*	*	*	*	49%	38%

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%	*	*	*	*	35%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	*	*	*	*	79%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	*	*	*	*	65%	62%

YOUR OVERALL NHS CARE							
	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	89%	*	*	91%	*	88%	89%
Q57. Administration of care was very good or good	86%	100%	*	91%	*	81%	86%
Q58. Cancer research opportunities were discussed with patient	46%	*	*	*	*	39%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.9	*	*	8.7	*	8.5	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	76%	80%	81%	80%	74%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	72%	70%	64%	63%	68%

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	94%	95%	94%	93%	94%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	89%	84%	86%	86%	86%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	80%	77%	78%	75%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	73%	80%	81%	81%	79%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	98%	94%	95%	93%	95%

FINDING OUT THAT YOU HAD CANCER						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	91%	85%	85%	86%	82%	85%
Q13. Patient was definitely told sensitively that they had cancer	78%	78%	78%	75%	67%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	85%	78%	80%	79%	73%	79%
Q15. Patient was definitely told about their diagnosis in an appropriate place	90%	89%	88%	85%	81%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	88%	87%	86%	84%	84%	86%

SUPPORT FROM A MAIN CONTACT PERSON						
	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q17. Patient had a main point of contact within the care team	94%	93%	94%	93%	96%	94%
Q18. Patient found it very or quite easy to contact their main contact person	81%	86%	86%	83%	83%	84%
Q19. Patient found advice from main contact person was very or quite helpful	97%	96%	96%	96%	96%	96%

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q20. Treatment options were explained in a way the patient could completely understand	85%	84%	86%	84%	84%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	87%	82%	84%	82%	79%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	90%	87%	89%	91%	84%	88%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	61%	55%	60%	52%	42%	54%

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	79%	70%	76%	73%	69%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	93%	95%	94%	94%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	100%	99%	99%	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	97%	93%	94%	91%	88%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	81%	77%	79%	80%	68%	77%
Q29. Patient was offered information about how to get financial help or benefits	78%	74%	74%	75%	72%	74%

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	79%	70%	80%	76%	74%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	80%	68%	73%	68%	59%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	69%	72%	70%	63%	69%
Q34. Patient was always able to get help from ward staff when needed	72%	70%	69%	69%	64%	68%
Q35. Patient was always able to discuss worries and fears with hospital staff	72%	63%	66%	63%	54%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	72%	77%	87%	85%	80%	83%
Q37. Patient was always treated with respect and dignity while in hospital	85%	86%	87%	87%	85%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	89%	92%	88%	83%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	82%	75%	83%	80%	75%	79%

IMD quintile tables

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

YOUR TREATMENT	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q41_1. Beforehand patient completely had enough understandable information about surgery	93%	91%	93%	91%	89%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	86%	84%	84%	84%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	91%	90%	89%	85%	87%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	75%	74%	91%	72%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	76%	87%	87%	85%	80%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	92%	85%	92%	87%	81%	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	83%	82%	79%	75%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	80%	86%	85%	82%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	79%	73%	73%	88%	71%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	76%	80%	84%	82%	72%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	85%	86%	82%	81%	80%	82%

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%	76%	73%	65%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	68%	68%	69%	62%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	90%	90%	87%	87%	88%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	65%	59%	63%	55%	51%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	65%	52%	54%	50%	48%	53%

SUPPORT WHILE AT HOME	IMD quintile					All
	1 (most deprived)	2	3	4	5 (least deprived)	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	75%	63%	64%	63%	58%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	63%	51%	50%	48%	47%	50%

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	55%	45%	41%	46%	45%	44%
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%	45%	34%	41%	34%	38%

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	30%	33%	26%	29%	40%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	87%	78%	81%	78%	81%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	62%	63%	64%	57%	62%

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%	93%	89%	88%	86%	89%
Q57. Administration of care was very good or good	87%	88%	87%	86%	84%	86%
Q58. Cancer research opportunities were discussed with patient	52%	42%	46%	51%	43%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9	9	8.9	8.8	8.9

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE		Long-term condition status		
	Yes	No	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	82%	84%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	73%	62%	68%

DIAGNOSTIC TESTS		Long-term condition status		
	Yes	No	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	93%	95%	94%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	86%	88%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	77%	76%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	82%	79%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	94%	96%	95%

FINDING OUT THAT YOU HAD CANCER		Long-term condition status		
	Yes	No	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	85%	85%	89%	85%
Q13. Patient was definitely told sensitively that they had cancer	75%	76%	76%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	81%	75%	79%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	88%	89%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	88%	90%	86%

SUPPORT FROM A MAIN CONTACT PERSON		Long-term condition status		
	Yes	No	Not given	All
Q17. Patient had a main point of contact within the care team	94%	95%	93%	94%
Q18. Patient found it very or quite easy to contact their main contact person	83%	86%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	96%	97%	97%	96%

DECIDING ON THE BEST TREATMENT		Long-term condition status		
	Yes	No	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	83%	88%	81%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	85%	80%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	87%	91%	87%	88%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	52%	59%	58%	54%

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	77%	73%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	95%	93%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	98%	100%	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	90%	95%	96%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	80%	75%	77%
Q29. Patient was offered information about how to get financial help or benefits	73%	77%	73%	74%

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	74%	80%	79%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	67%	72%	76%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	69%	71%	69%
Q34. Patient was always able to get help from ward staff when needed	68%	69%	74%	68%
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	66%	74%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	83%	87%	83%
Q37. Patient was always treated with respect and dignity while in hospital	84%	89%	93%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	91%	93%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	81%	82%	79%

Long-term condition status tables

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

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

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%	77%	71%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	71%	66%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	91%	85%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	65%	64%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	60%	50%	53%

SUPPORT WHILE AT HOME	Long-term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	62%	66%	67%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	45%	60%	57%	50%

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	40%	52%	44%	44%
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%	41%	47%	38%

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	23%	42%	39%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	85%	84%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	65%	61%	62%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	88%	92%	89%	89%
Q57. Administration of care was very good or good	86%	87%	89%	86%
Q58. Cancer research opportunities were discussed with patient	45%	49%	36%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.1	8.7	8.9

Number of long-term conditions tables

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

SUPPORT FROM YOUR GP PRACTICE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	81%	70%	82%	84%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	64%	62%	73%	62%	68%

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%	93%	92%	95%	94%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	88%	82%	82%	86%	88%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	80%	77%	77%	76%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	80%	74%	82%	79%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	95%	96%	94%	96%	95%

FINDING OUT THAT YOU HAD CANCER	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	84%	86%	86%	85%	89%	85%
Q13. Patient was definitely told sensitively that they had cancer	75%	74%	73%	76%	76%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	76%	77%	81%	75%	79%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	84%	85%	88%	89%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	87%	82%	88%	90%	86%

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	94%	95%	90%	95%	93%	94%
Q18. Patient found it very or quite easy to contact their main contact person	84%	86%	76%	86%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	92%	97%	97%	96%

Number of long-term conditions tables

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

DECIDING ON THE BEST TREATMENT						
	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	84%	86%	74%	88%	81%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	81%	80%	85%	80%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	87%	89%	84%	91%	87%	88%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53%	52%	50%	59%	58%	54%

CARE PLANNING						
	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	72%	74%	63%	77%	73%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	96%	94%	91%	95%	93%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	100%	98%	100%	99%

SUPPORT FROM HOSPITAL STAFF						
	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q27. Staff provided the patient with relevant information on available support	92%	90%	87%	95%	96%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	78%	71%	80%	75%	77%
Q29. Patient was offered information about how to get financial help or benefits	74%	79%	64%	77%	73%	74%

Number of long-term conditions tables

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

HOSPITAL CARE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	73%	73%	80%	79%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	64%	71%	67%	72%	76%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	66%	70%	69%	71%	69%
Q34. Patient was always able to get help from ward staff when needed	68%	69%	64%	69%	74%	68%
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	62%	57%	66%	74%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	76%	87%	83%	87%	83%
Q37. Patient was always treated with respect and dignity while in hospital	84%	88%	80%	89%	93%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	84%	83%	91%	93%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	81%	74%	81%	82%	79%

YOUR TREATMENT	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	93%	89%	92%	92%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	81%	85%	87%	77%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	87%	91%	88%	78%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	66%	72%	83%	80%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	90%	82%	82%	82%	73%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	87%	81%	90%	88%	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	80%	77%	83%	71%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	87%	83%	83%	79%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	69%	68%	83%	92%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	82%	73%	82%	83%	82%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	81%	83%	83%	83%	85%	82%

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%	71%	63%	77%	71%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	64%	63%	71%	66%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	87%	84%	91%	85%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	57%	52%	65%	64%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	50%	45%	60%	50%	53%

	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	61%	65%	58%	66%	67%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	52%	45%	31%	60%	57%	50%

	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	40%	43%	38%	52%	44%	44%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	38%	36%	32%	41%	47%	38%

	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	24%	29%	15%	42%	39%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	81%	65%	85%	84%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	65%	54%	65%	61%	62%

Number of long-term conditions tables

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

YOUR OVERALL NHS CARE	Number of long-term conditions					
	One long-term condition	Two long-term conditions	Three or more long-term conditions	No long-term condition	Not given	All
Q56. The whole care team worked well together	88%	88%	85%	92%	89%	89%
Q57. Administration of care was very good or good	87%	86%	84%	87%	89%	86%
Q58. Cancer research opportunities were discussed with patient	43%	49%	47%	49%	36%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.9	8.6	9.1	8.7	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	68%	79%	80%	74%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	65%	67%	61%	68%

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%	93%	95%	94%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	86%	90%	79%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	75%	82%	81%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	76%	82%	79%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	94%	97%	93%	95%

FINDING OUT THAT YOU HAD CANCER					
Impact of long-term condition(s) (excluding cancer) on day-to-day activities					
	A lot	A little	Not at all	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	84%	85%	86%	86%	85%
Q13. Patient was definitely told sensitively that they had cancer	71%	74%	78%	77%	75%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	76%	82%	80%	79%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	85%	87%	85%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	82%	87%	84%	86%

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	91%	95%	94%	94%	94%
Q18. Patient found it very or quite easy to contact their main contact person	82%	82%	87%	83%	84%
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	96%	97%	96%

DECIDING ON THE BEST TREATMENT					
Impact of long-term condition(s) (excluding cancer) on day-to-day activities					
	A lot	A little	Not at all	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	80%	80%	87%	87%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	81%	84%	83%	82%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	86%	90%	87%	88%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	50%	54%	48%	54%

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%	77%	72%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	95%	94%	98%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	100%	100%	95%	99%

SUPPORT FROM HOSPITAL STAFF					
Impact of long-term condition(s) (excluding cancer) on day-to-day activities					
	A lot	A little	Not at all	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	90%	92%	90%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	72%	81%	79%	77%
Q29. Patient was offered information about how to get financial help or benefits	69%	69%	82%	76%	74%

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	71%	69%	78%	85%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	63%	58%	78%	74%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	60%	75%	82%	69%
Q34. Patient was always able to get help from ward staff when needed	61%	61%	77%	79%	68%
Q35. Patient was always able to discuss worries and fears with hospital staff	52%	53%	71%	81%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	78%	77%	90%	80%	83%
Q37. Patient was always treated with respect and dignity while in hospital	77%	80%	92%	97%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	82%	93%	94%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	77%	85%	78%	79%

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

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YOUR TREATMENT					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All †
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	91%	91%	100%	92%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	80%	81%	88%	90%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	80%	90%	93%	86%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	65%	72%	78%	100%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	74%	88%	94%	83%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	82%	85%	90%	89%	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	77%	84%	88%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	76%	84%	91%	82%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	63%	67%	78%	100%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	78%	78%	81%	83%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	82%	82%	89%	82%

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	68%	63%	77%	76%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	64%	60%	74%	71%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	85%	90%	89%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	53%	49%	62%	53%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	47%	43%	58%	52%	53%

SUPPORT WHILE AT HOME					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	59%	57%	69%	67%	64%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	35%	41%	59%	61%	50%

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	39%	39%	44%	41%	44%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	34%	35%	40%	31%	38%

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	22%	17%	32%	29%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	71%	75%	82%	78%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	58%	66%	72%	62%

YOUR OVERALL NHS CARE					
	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	All
Q56. The whole care team worked well together	83%	87%	92%	86%	89%
Q57. Administration of care was very good or good	84%	84%	89%	90%	86%
Q58. Cancer research opportunities were discussed with patient	43%	48%	45%	39%	46%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.7	9.1	9	8.9

Year on year charts

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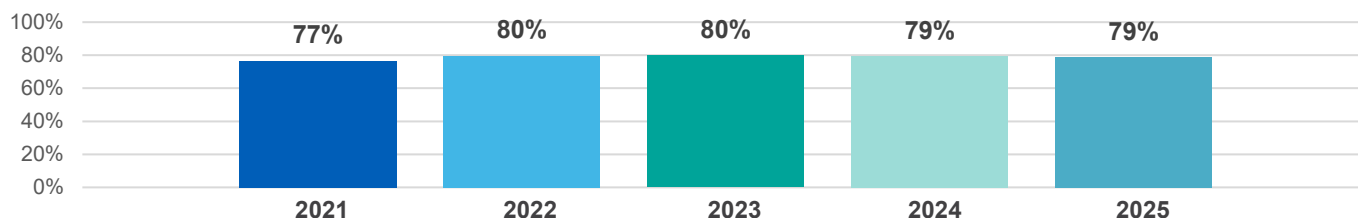
The scores are unadjusted and based on England scores only.

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

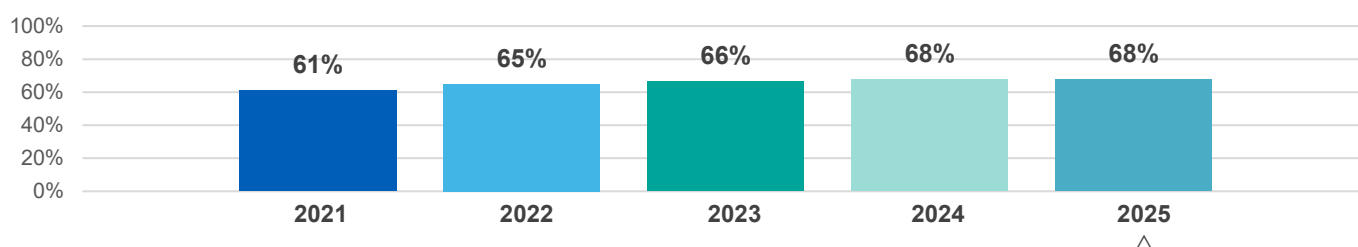
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

SUPPORT FROM YOUR GP PRACTICE

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

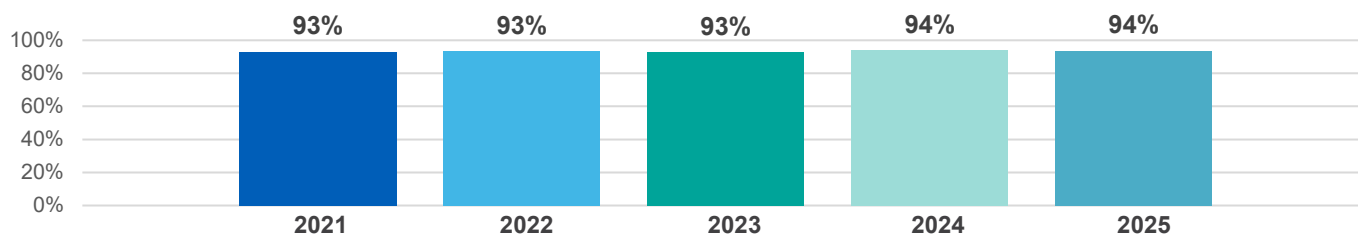


Q3. Referral for diagnosis was explained in a way the patient could completely understand

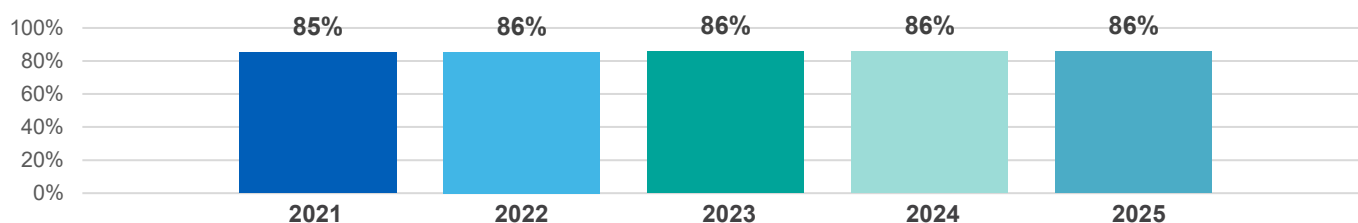


DIAGNOSTIC TESTS

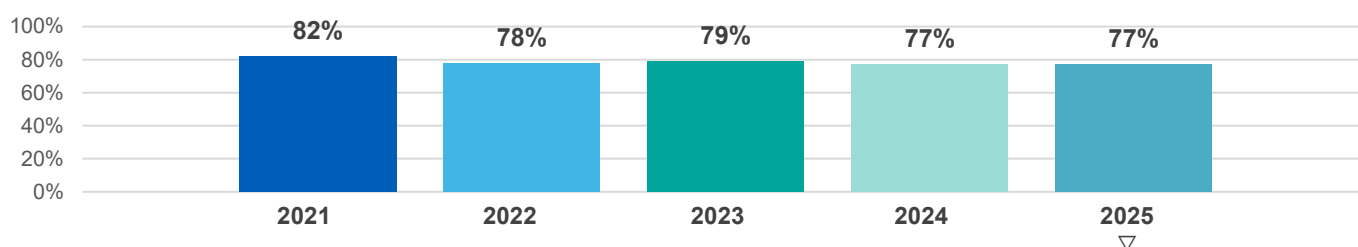
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



Year on year charts

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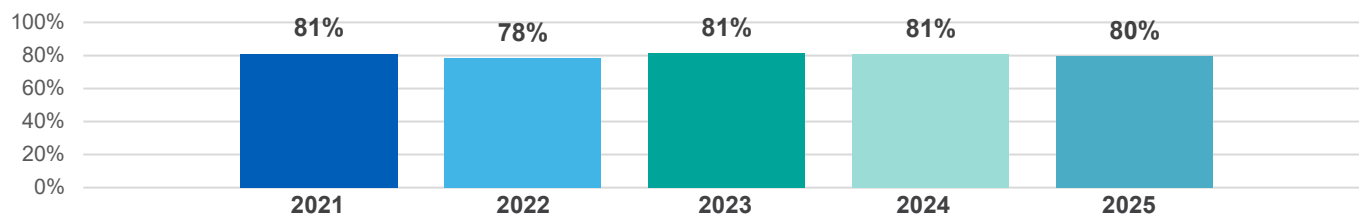
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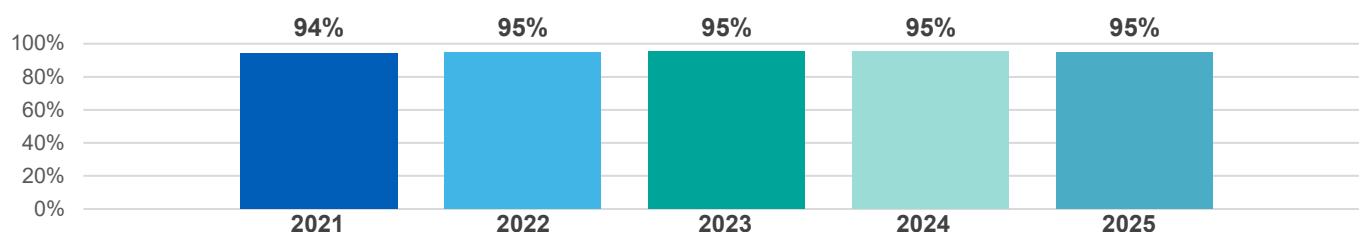
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

- No score available.

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

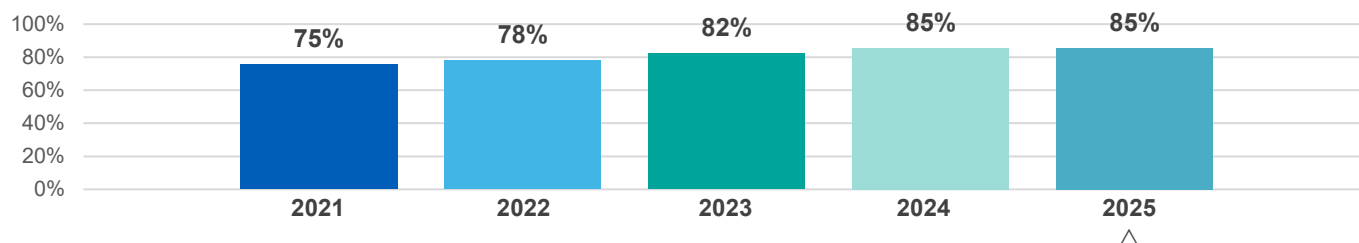


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

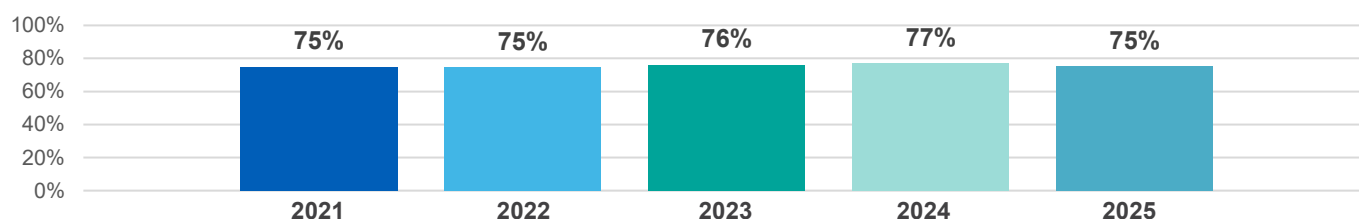


FINDING OUT THAT YOU HAD CANCER

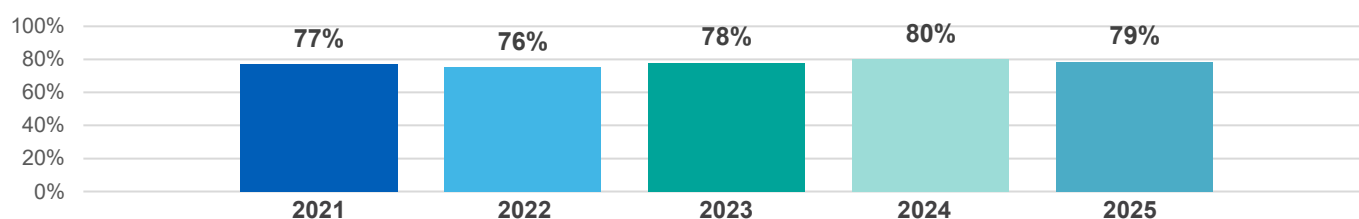
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



Year on year charts

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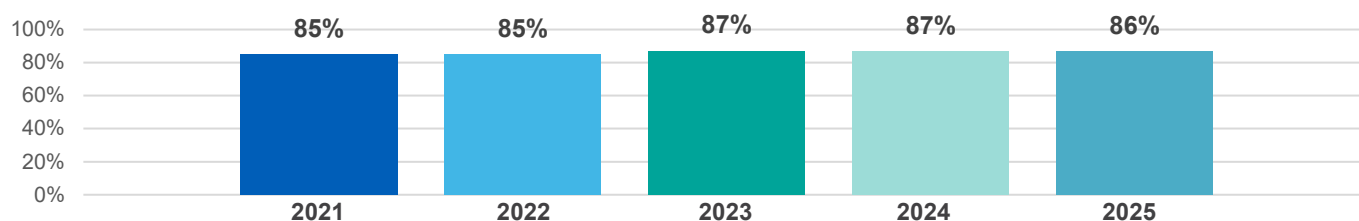
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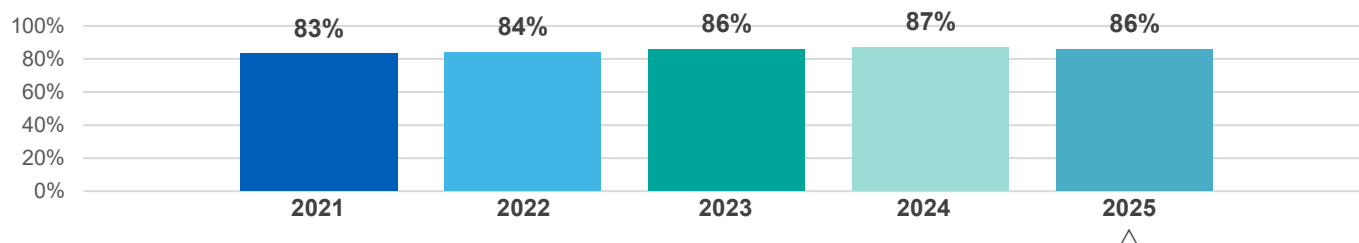
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△ or ▽ Statistically significant increase or decrease from 2021 to 2025

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

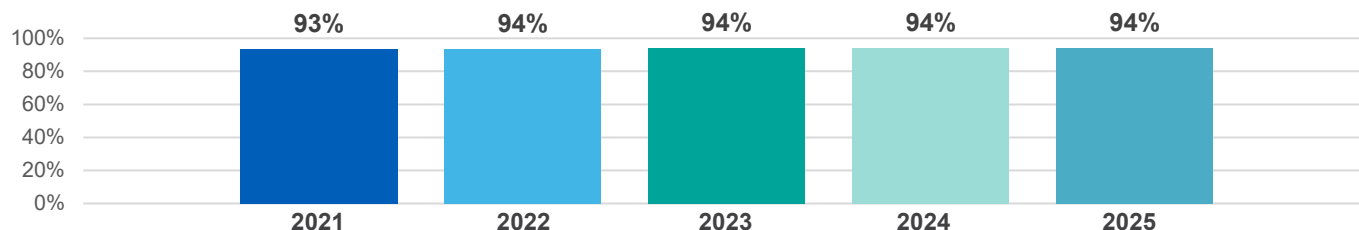


Q16. Patient was told they could go back later for more information about their diagnosis

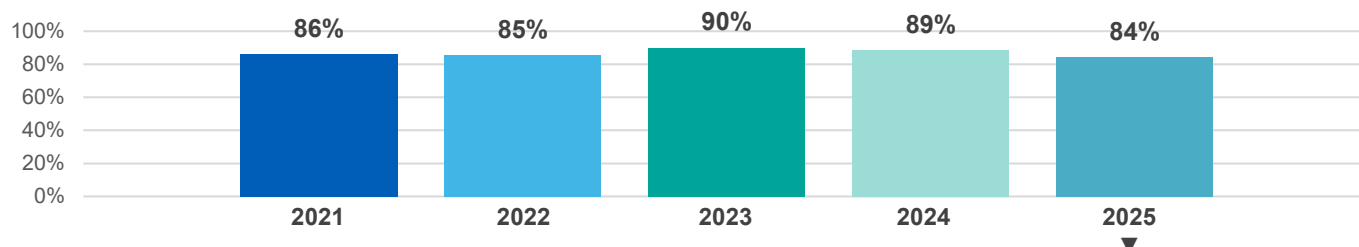


SUPPORT FROM A MAIN CONTACT PERSON

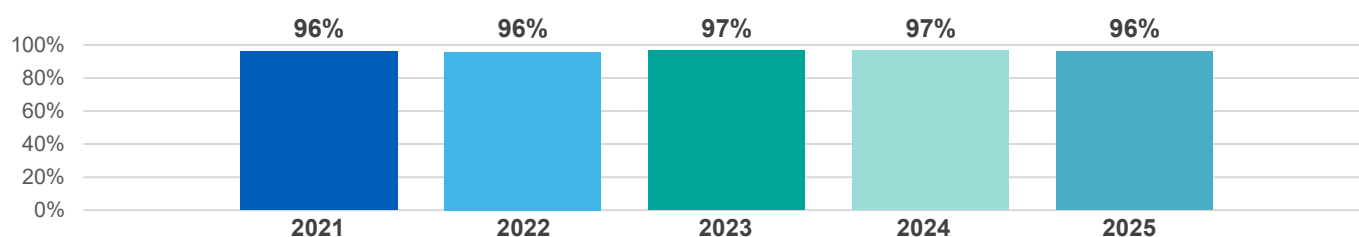
Q17. Patient had a main point of contact within the care team



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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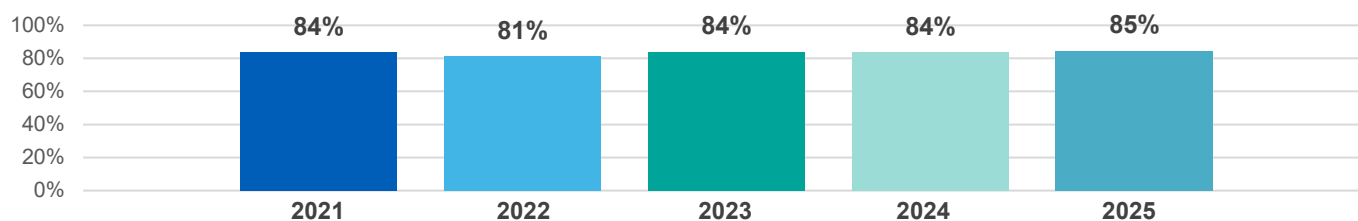
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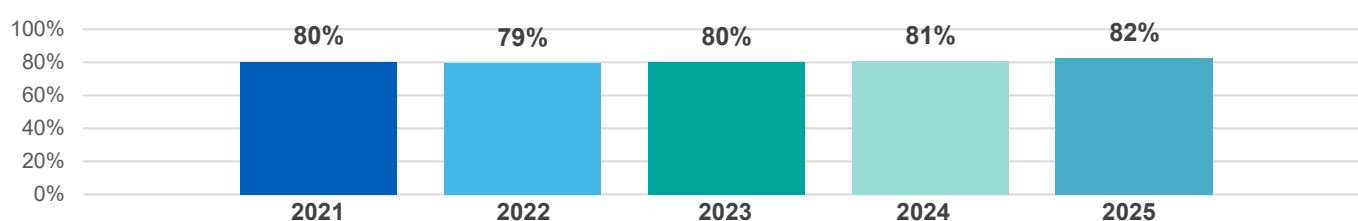
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DECIDING ON THE BEST TREATMENT

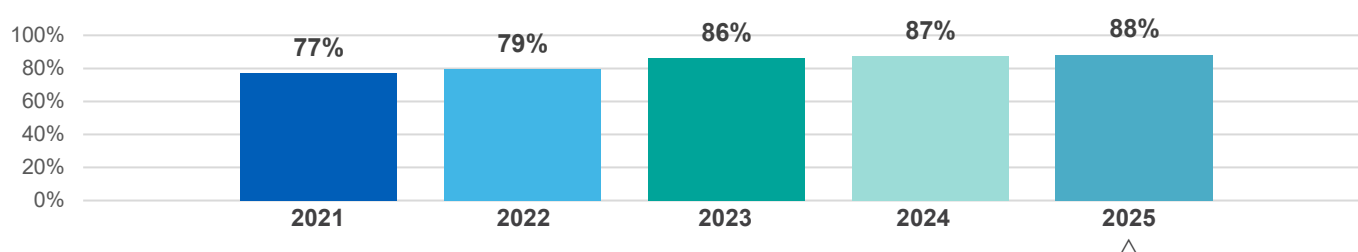
Q20. Treatment options were explained in a way the patient could completely understand



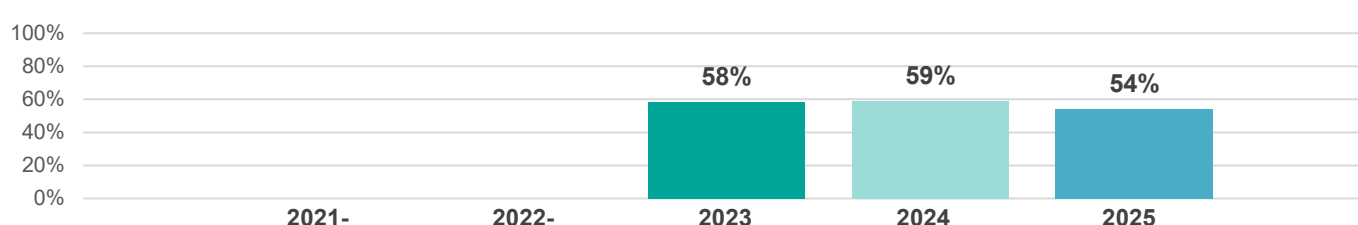
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

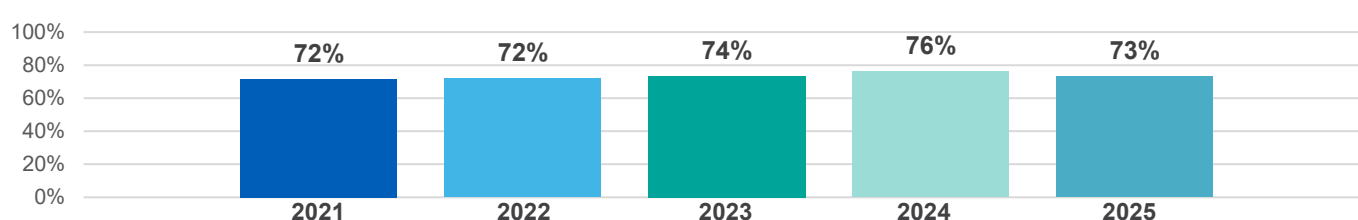


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



Year on year charts

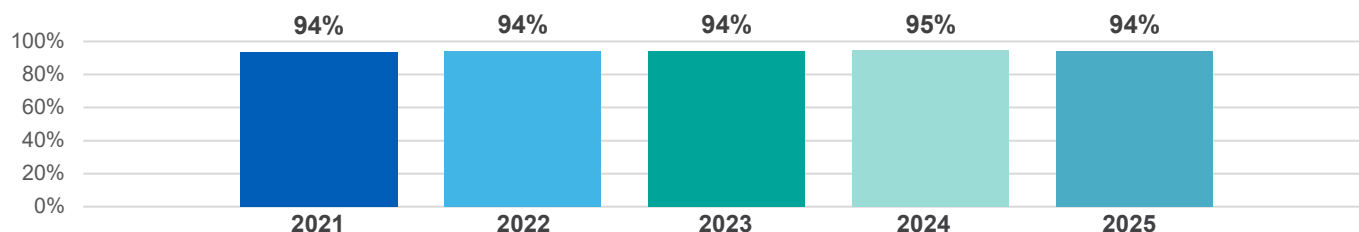
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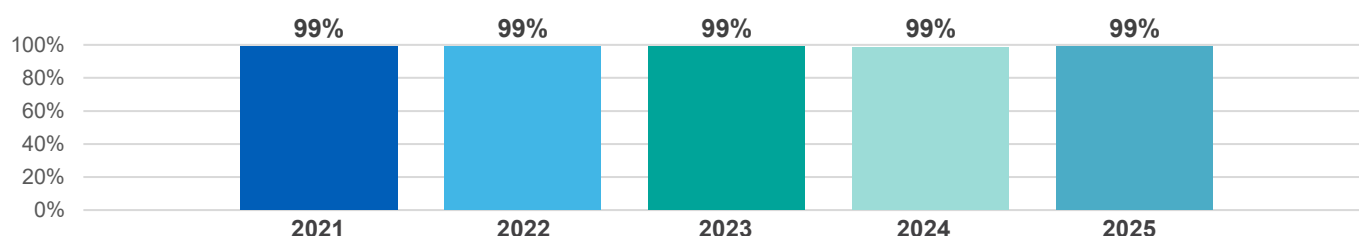
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

△ 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

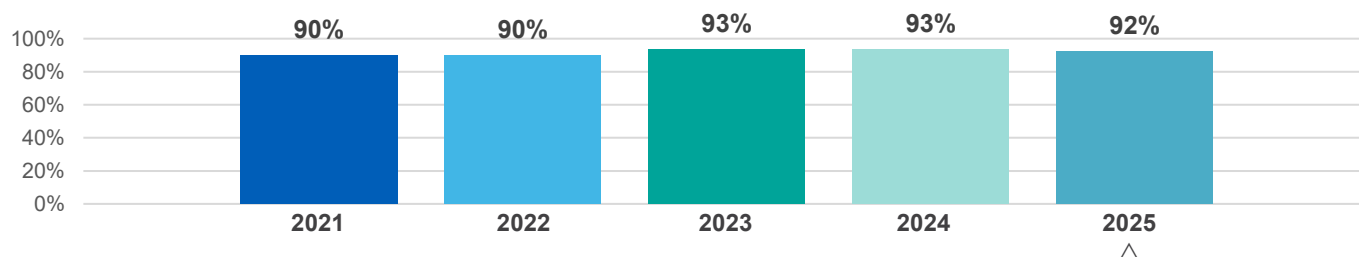


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

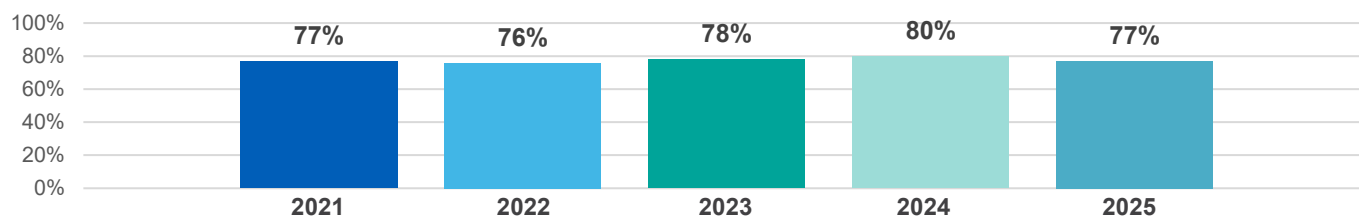


SUPPORT FROM HOSPITAL STAFF

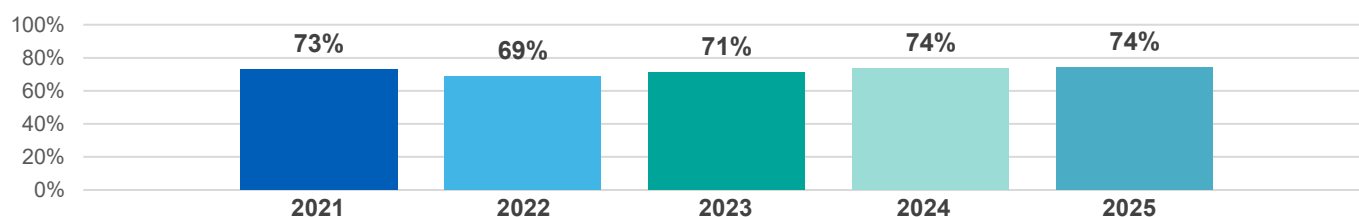
Q27. Staff provided the patient with relevant information on available support



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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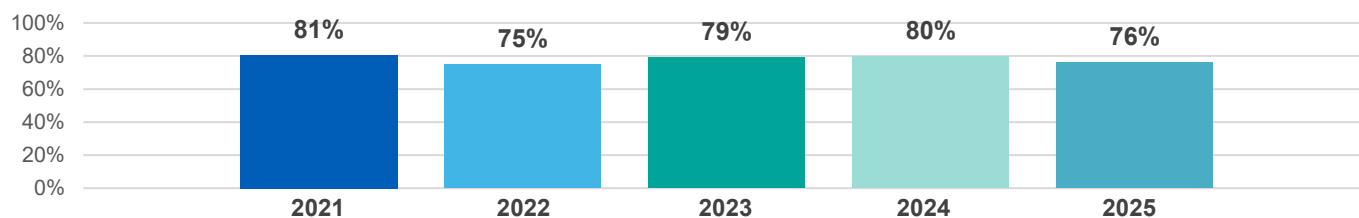
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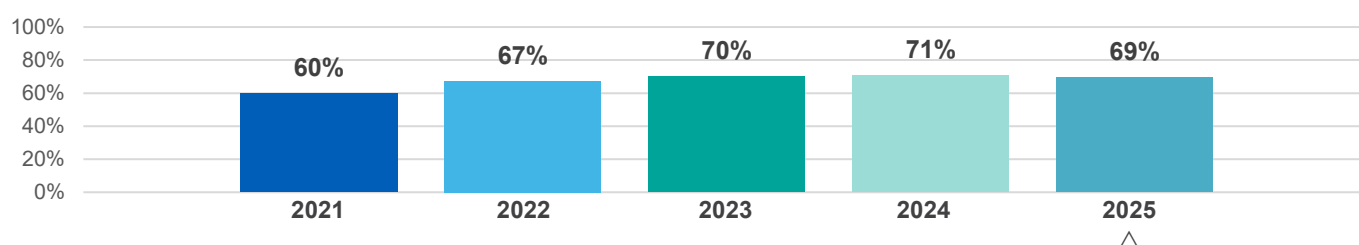
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HOSPITAL CARE

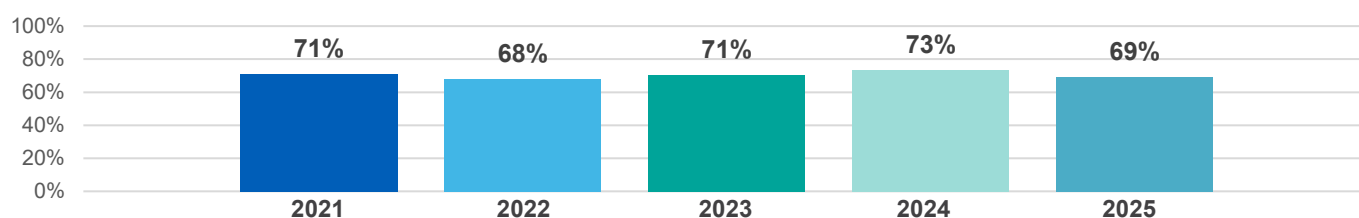
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



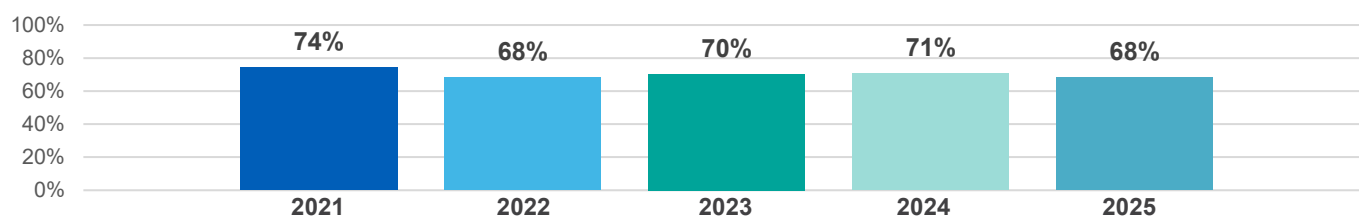
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



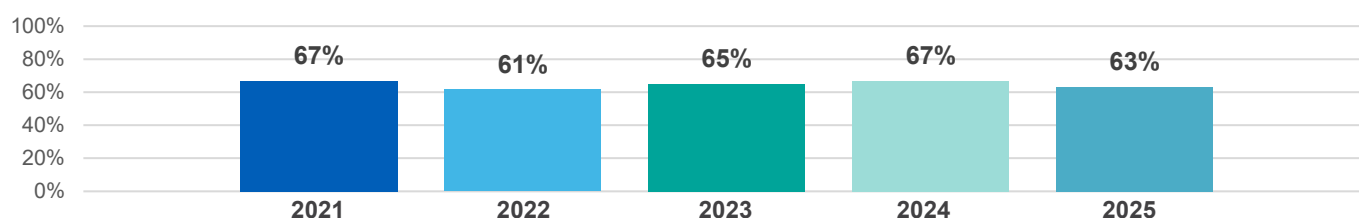
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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



Year on year charts

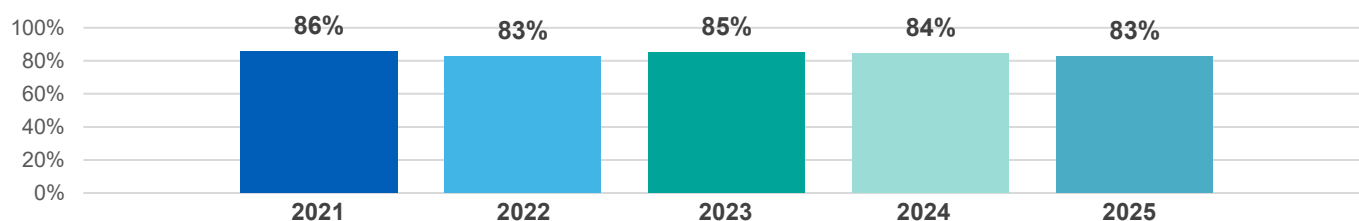
* Indicates where a score is not available due to suppression or a low base size.

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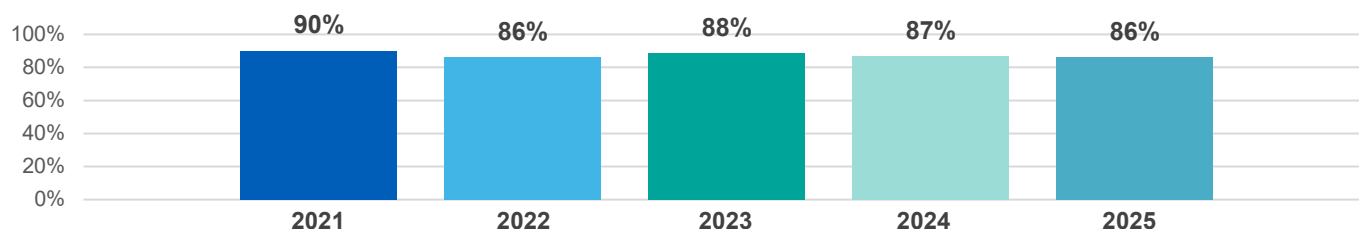
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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

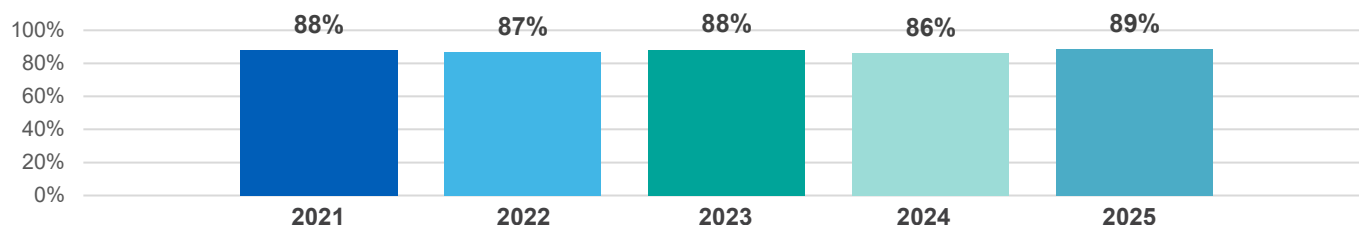
Q36. Hospital staff always did everything they could to help the patient control pain



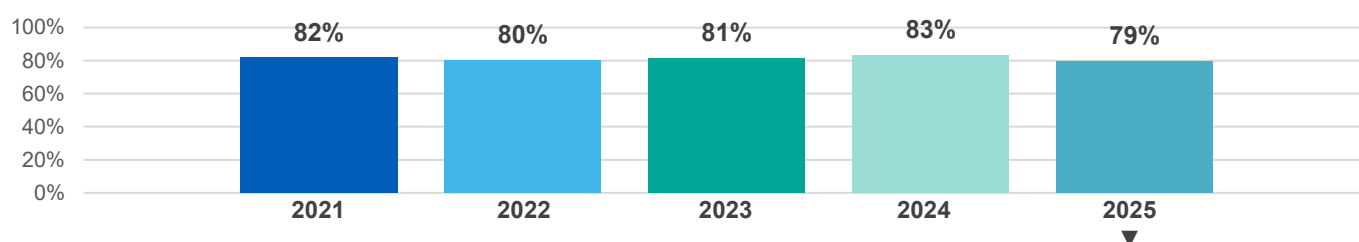
Q37. Patient was always treated with respect and dignity while in hospital



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

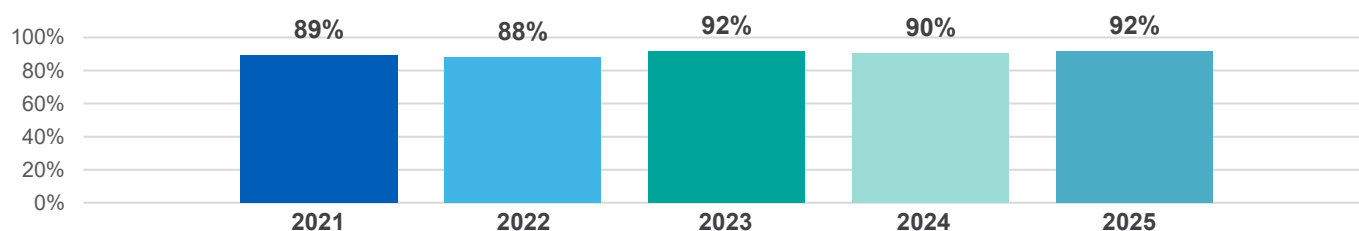


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on year charts

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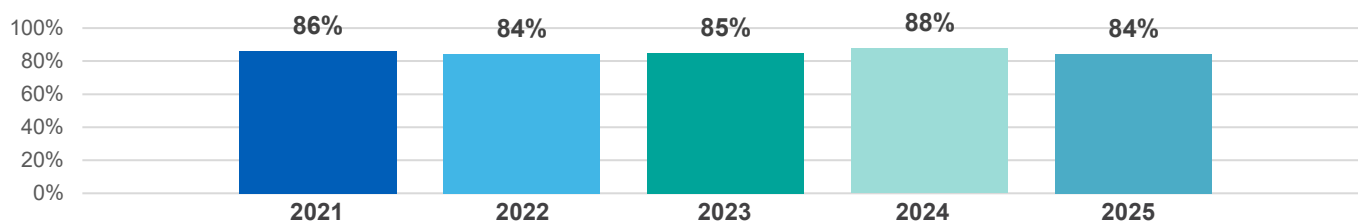
The scores are unadjusted and based on England scores only.

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

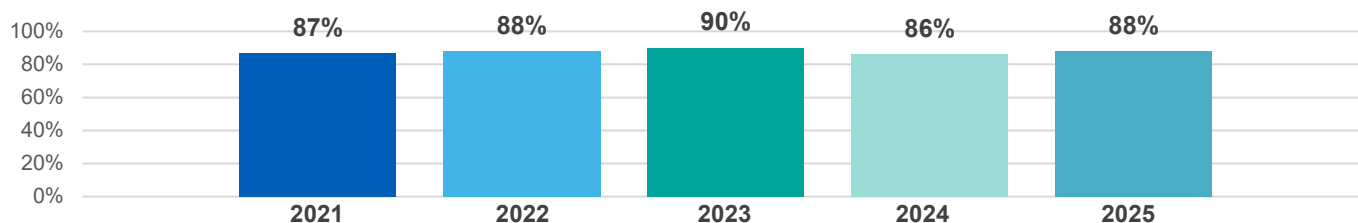
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△ or ▽ Statistically significant increase or decrease from 2021 to 2025

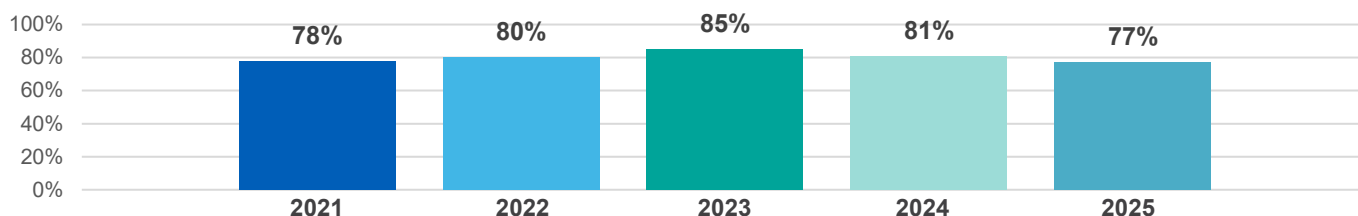
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



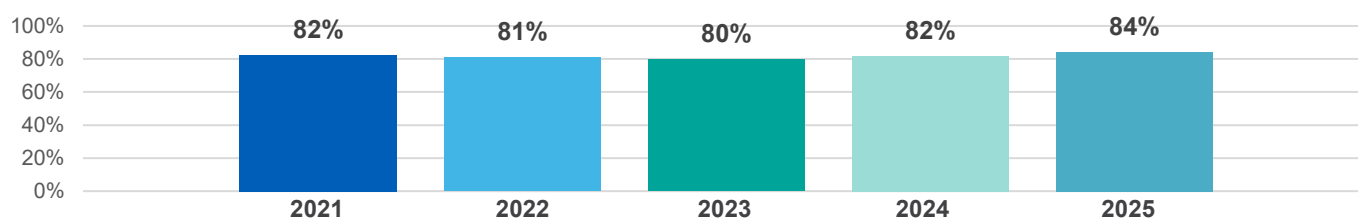
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



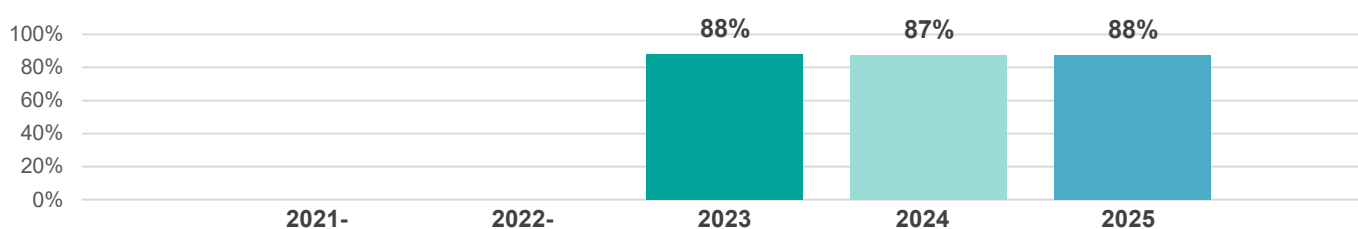
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



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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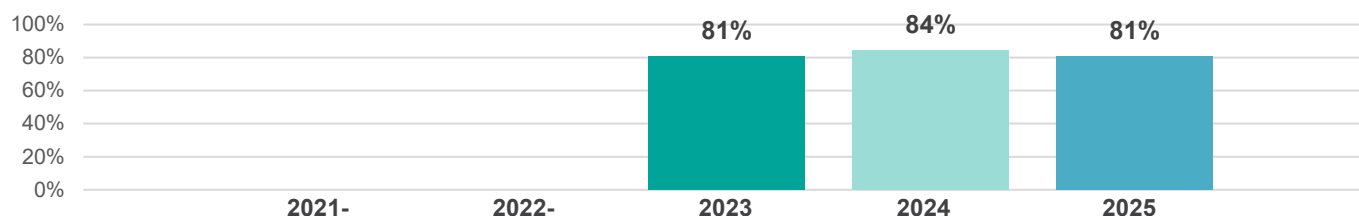
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The scores are unadjusted and based on England scores only.

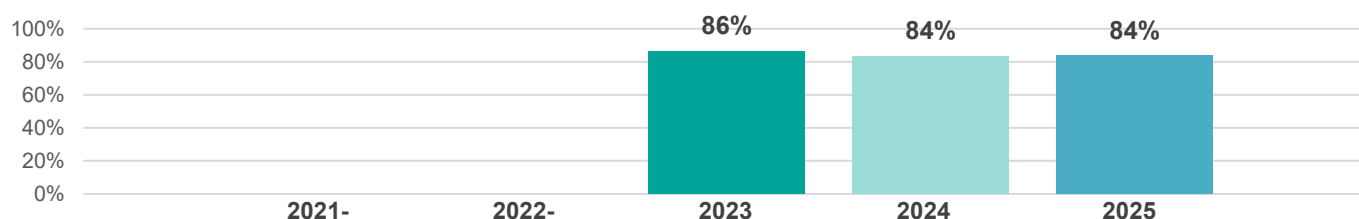
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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

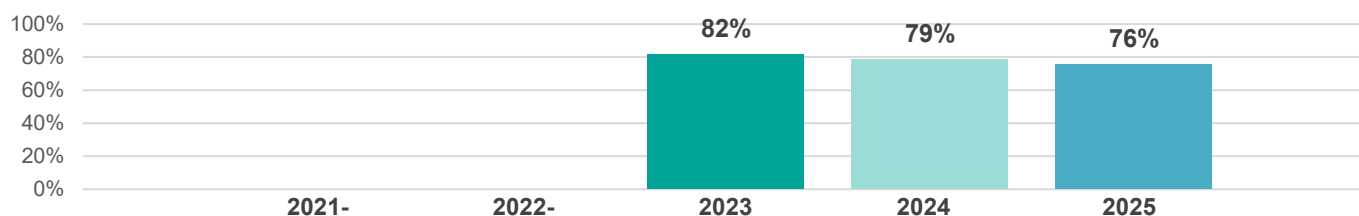
Q42_2. Patient completely had enough understandable information about their response to chemotherapy



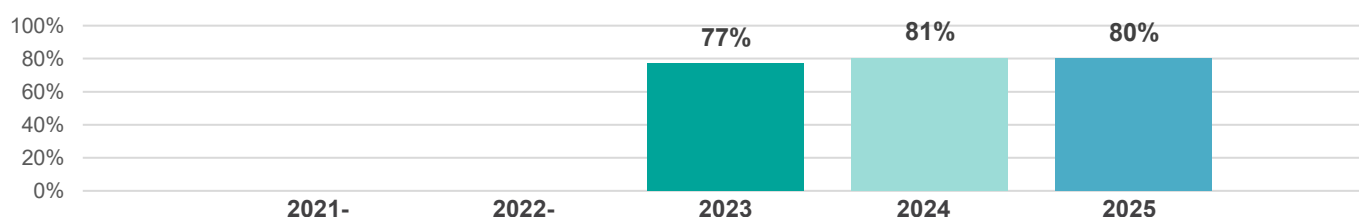
Q42_3. Patient completely had enough understandable information about their response to radiotherapy



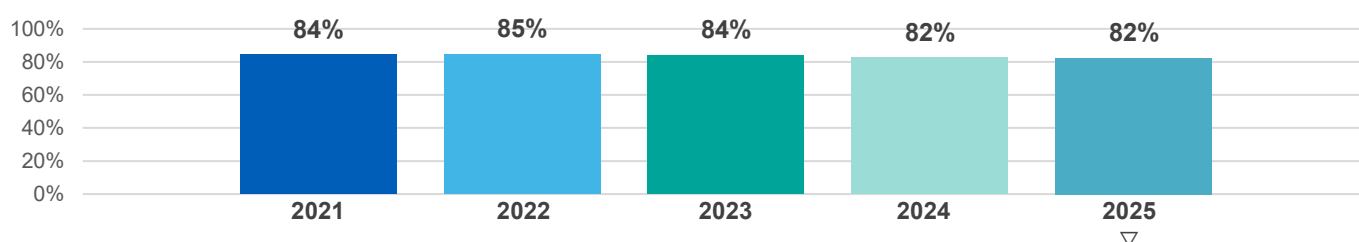
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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



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



Year on year charts

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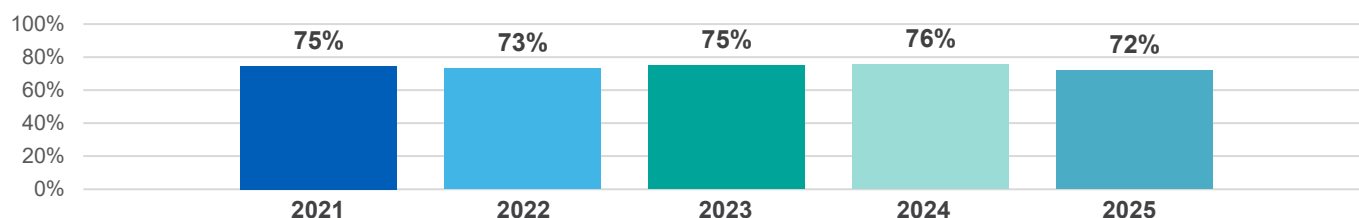
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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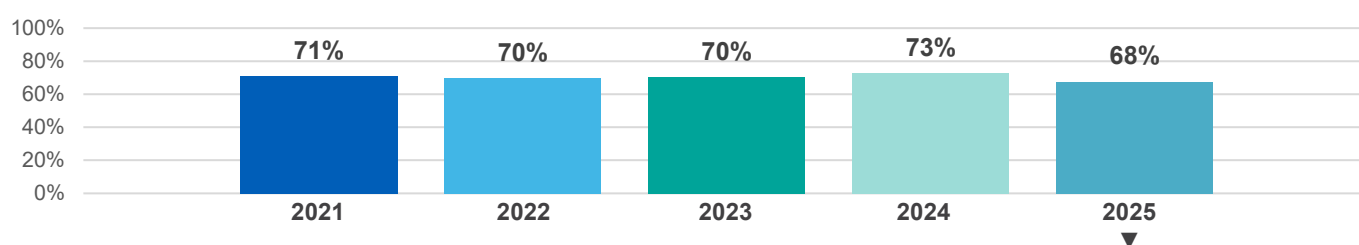
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

IMMEDIATE AND LONG-TERM SIDE EFFECTS

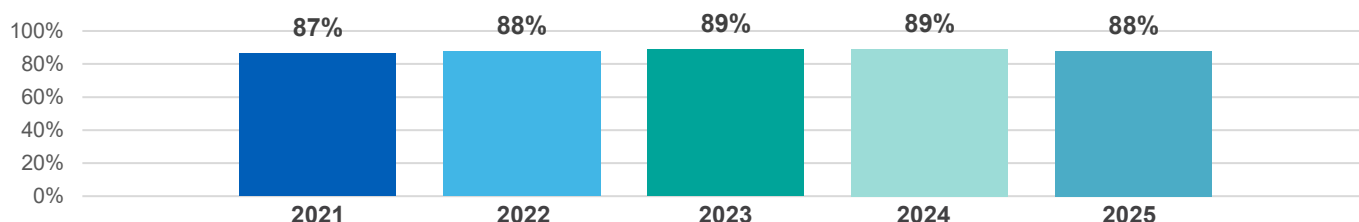
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



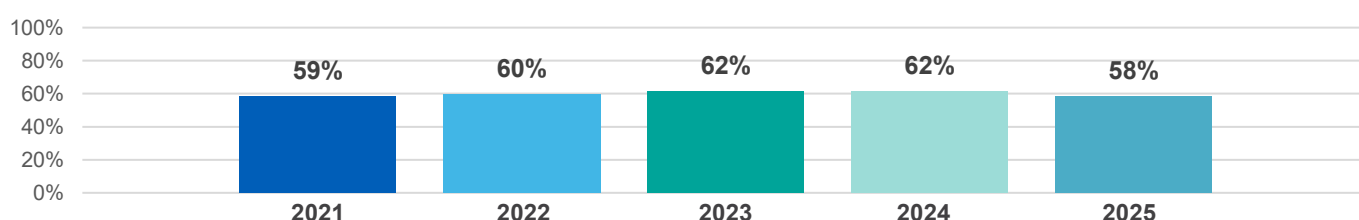
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



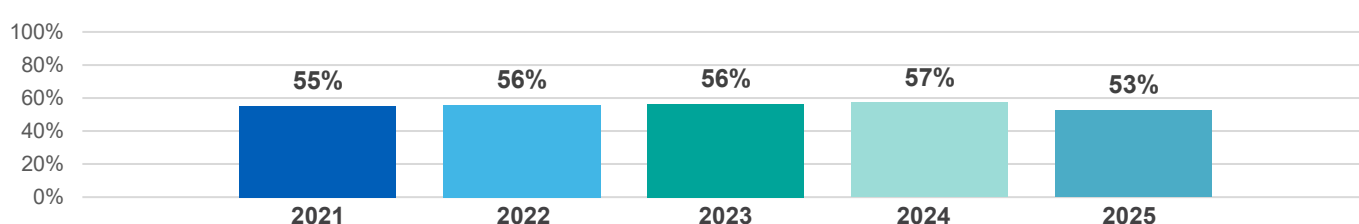
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on year charts

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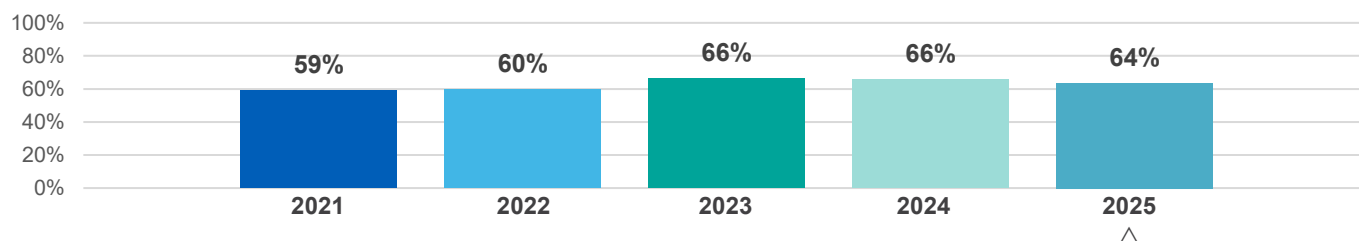
The scores are unadjusted and based on England scores only.

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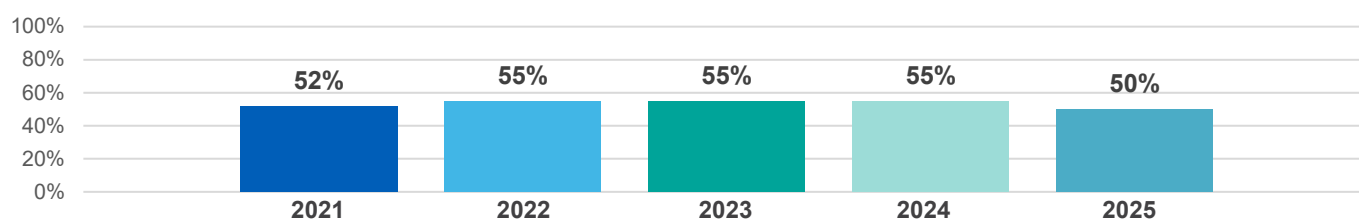
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

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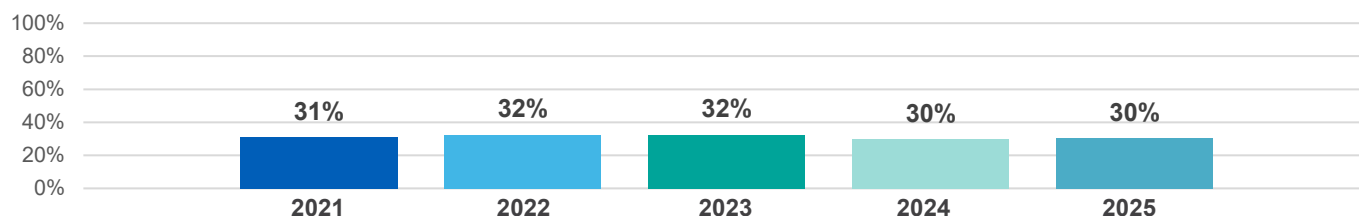
▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

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

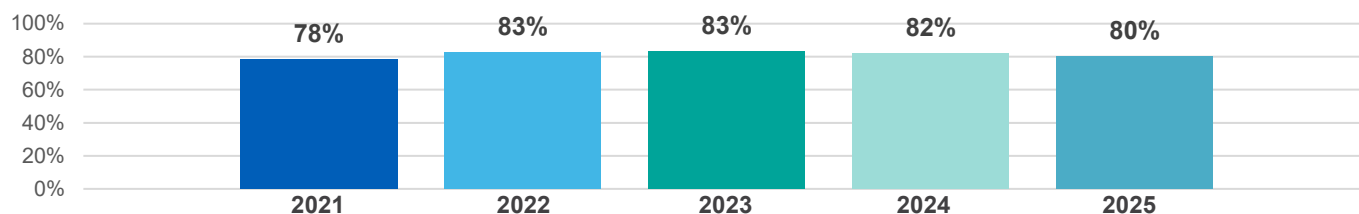
- No score available.

LIVING WITH AND BEYOND CANCER

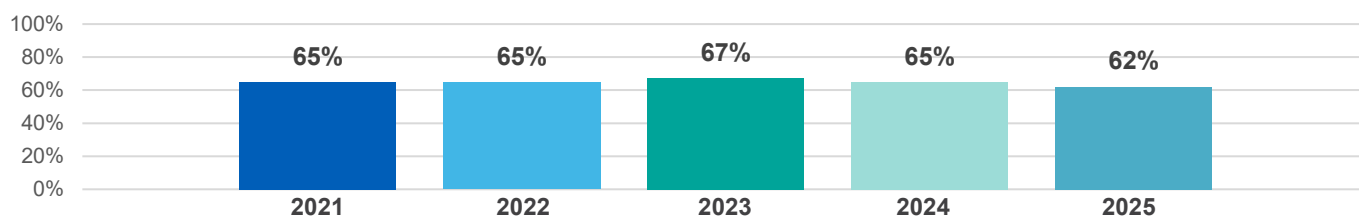
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services



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

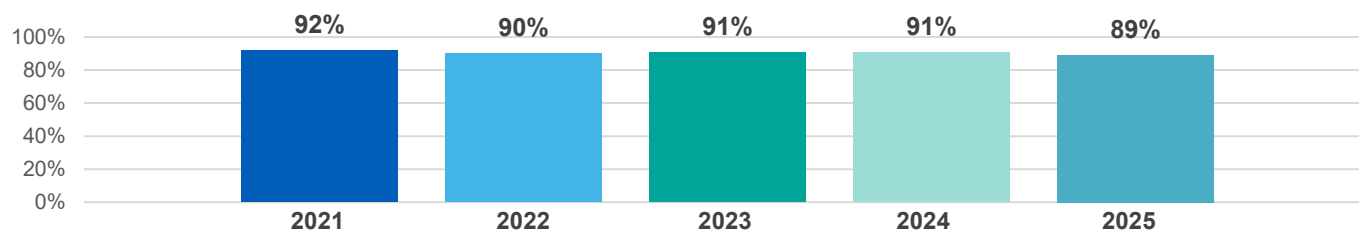


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

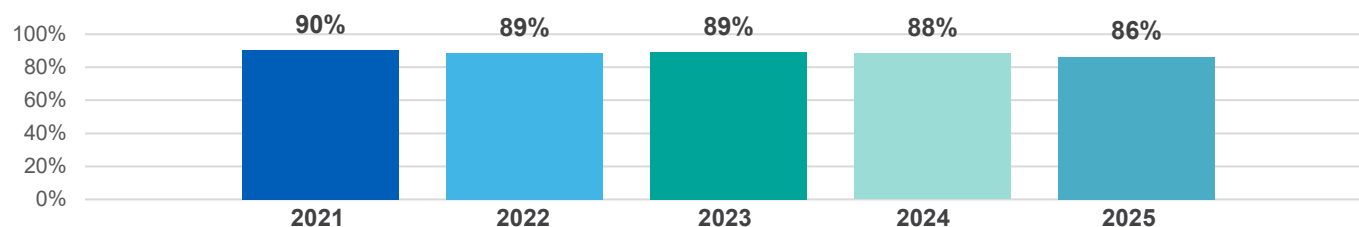


YOUR OVERALL NHS CARE

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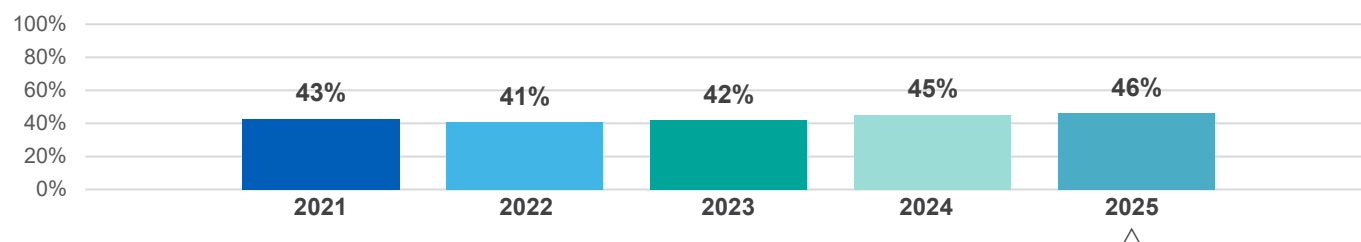
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▲ or ▼ Statistically significant increase or decrease between 2024 and 2025

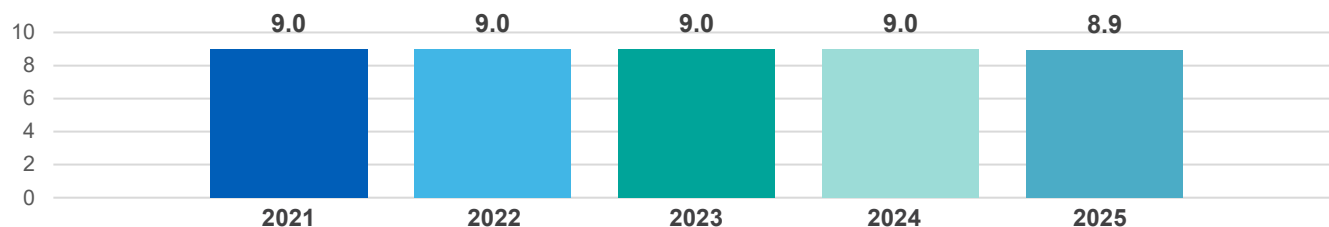
△ or ▽ Statistically significant increase or decrease from 2021 to 2025

- No score available.

Q58. Cancer research opportunities were discussed with patient

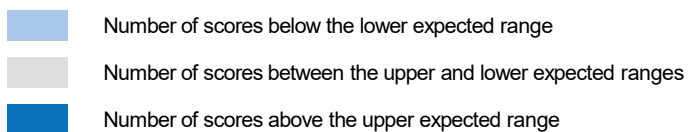


Q59. Patient's average rating of care scored from very poor to very good



Trust expected range summary

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



Trust		Expected range classification		
RGP	James Paget University Hospitals NHS Foundation Trust	0	58	3
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	3	54	4
RGR	West Suffolk NHS Foundation Trust	4	57	0
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	9	52	0
RDE	East Suffolk and North Essex NHS Foundation Trust	11	49	1