National Cancer Patient Experience Survey

2025 Results

Medway NHS Foundation Trust

Published July 2026

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

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Executive summary

Questions above expected range

	Case mix adjusted scores			National score
	2025 score	Lower expected range	Upper expected range	
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	**95%**	83%	94%	**89%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**92%**	78%	91%	**85%**

Executive summary

Questions below expected range

	Case mix adjusted scores			National score
	2025 score	Lower expected range	Upper expected range	
Q05. Patient received all the information needed about the diagnostic test in advance	**90%**	90%	96%	**93%**
Q06. Diagnostic test staff appeared to completely have all the information they needed about the patient	**80%**	80%	88%	**84%**
Q07. Patient felt the length of time waiting for diagnostic test results was about right	**72%**	72%	84%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	**70%**	71%	79%	**75%**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	**71%**	72%	84%	**78%**
Q41_1. Beforehand patient completely had enough understandable information about surgery	**86%**	86%	94%	**90%**
Q56. The whole care team worked well together	**86%**	87%	92%	**89%**

Introduction

The National Cancer Patient Experience Survey 2025 is the fifteenth iteration of the survey first undertaken in 2010. It has been designed to monitor progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

The survey was undertaken by Picker on behalf of NHS England and it was overseen by a National Cancer Patient Experience Advisory Group. This Advisory Group set the principles and objectives of the survey programme and guided questionnaire development. The survey was commissioned and managed by NHS England. The survey provider, Picker, is responsible for designing, running and analysing the survey.

The 2025 survey involved 130 NHS trusts. Out of 134,285 people, 64,268 people responded to the survey, yielding a response rate of 48%.

Methodology

Eligibility, fieldwork and survey methods

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2025. The fieldwork for the survey was undertaken between November 2025 and February 2026.

As in the previous 10 years, the survey used a mixed mode methodology. Questionnaires were sent by post, with two reminders where necessary, but also included an option to complete the questionnaire online. A Freephone helpline and email was available for respondents to opt out, ask questions about the survey, enable them to complete their questionnaire over the phone and provide access to a translation and interpreting facility for those whose first language was not English.

Note on question comparability

The questionnaire was redeveloped for the 2021 National Cancer Patient Experience Survey. Year on year comparisons between 2021 and 2025 are included in this report for most questions. The below should be noted for comparability of results:

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

Case mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case mix adjusted scores allow us to account for the impact that differing patient populations might have on results. By using the case mix adjusted estimates we can obtain a greater understanding of how a trust is performing given their patient population. The factors taken into account in this case mix adjustment are 'Which of the following best describes you?', age, ethnicity, deprivation, and cancer type.

Unadjusted data should be used to see the actual responses from patients relating to the trust. Case mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results taking account of the patient mix.

How trust results are derived

Trust results are derived using the NHS trust where each patient received cancer related treatment. Trust results are presented at the 'National' level, meaning results include patients with addresses in England and elsewhere in the UK. Some patients may receive care at a trust which is not near to where they live.

Scoring methodology

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

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

The full scoring for all questions at a trust level is available in the trust Excel tables available at www.ncpes.co.uk.

Statistical significance

In the reporting of 2025 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'. A statistically significant difference means that the change in the result is very unlikely to have occurred by chance.

Suppression

Data is suppressed for two reasons: to ensure unreliable results based on very small numbers of respondents are not released, and to prevent individuals being identifiable in the data.

In cases where a result is based on fewer than 10 responses, the result has been suppressed. For example, where fewer than 10 people answered a question from a particular trust, the results are not shown for that question for that trust.

For trusts with an eligible population of 1,000 or fewer, data relating to the respondent and their condition has been suppressed where 5 people or fewer were in a particular category. In instances where only one has been suppressed, the next lowest category has been suppressed to prevent back calculation from the total number of responses.

Additional suppression

Additional suppression happens if only one trust has a score suppressed. If this happens, we will suppress another trust's results (both the trust level and subgroup results for the question) based on the next lowest number of respondents for the score. We do this so that the national score cannot be used to work out the score for the individual trust.

The same rule applies to groups in each subgroup breakdown. For example, if only one trust has the 85+ age group suppressed for Q25 we will need to suppress another trust's results for the 85+ age group on Q25. This suppression is based on the 85+ age group with the next lowest number of respondents for Q25.

Understanding the results

This report shows how this trust scored for each question in the survey compared with national results. It is aimed at helping individual trusts to understand their performance and identify areas for local improvement. Below is a description of the type of results presented within this report and how to understand them.

Expected range charts

The expected range charts in this report show a bar with the lowest and highest score received for each question nationally. Within this bar, an expected range is given (within the grey bar) and a black diamond represents the actual score for this trust.

Trusts whose score is above the upper limit of the expected range (in the dark blue) are positive outliers, with a score statistically significantly higher than the national mean. This indicates that the trust performs better than how trusts of the same size and demographics are expected to perform. The opposite is true if the score is below the lower limit of the expected range (in the light blue); these are negative outliers. For scores within the expected range (in the grey), the score is what we would expect given the trust's size and demographics.

Comparability tables

The comparability tables show the 2024 and 2025 unadjusted scores for this trust 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, and impact of long-term conditions(s) on day-to-day activities. Unadjusted scores for the same subgroup across different trusts may not be comparable, as they do not account for the impact that differing patient populations might have on results.

Tumour group tables

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

Age group tables

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

‘Which of the following best describes you?’

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

Ethnicity tables

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

Long-term condition status tables

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

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.

National level data (England and Non-England) is used for:

- Response rate section
- National column in comparability tables section
- Subgroup tables section (Tumour group tables, Age group tables, ‘Which of the following best describes you?’, Ethnicity tables, IMD quintile tables, Long-term condition status tables and Impact of long-term condition(s) (excluding cancer) on day-to-day activities tables).

England only level data is used for:

- Expected range charts section (as case mix adjustment includes IMD data specific to England)
- Comparability tables section
- Year on year charts section.

Further information

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

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

448 patients responded out of a total of 1,047 patients, resulting in a response rate of 43%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	1,120	1,047	448	43%
National	143,951	134,285	64,268	48%

Respondents by survey mode

	Number of respondents
Paper	339
Online	108
Phone	1
Translation service	0
Total	**448**

Respondents by tumour group

	Number of respondents
Brain / CNS	0
Breast	122
Colorectal / LGT	36
Gynaecological	8
Haematological	61
Head and neck	11
Lung	31
Prostate	84
Sarcoma	0
Skin	0
Upper gastro	1
Urological	45
Other	49
Total	**448**

* indicates the count is not shown due to suppression

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	394
Irish	5
Gypsy or Irish Traveller	*
Roma	*
Any other White background	6
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	6
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
Black / African / Caribbean / Black British	
African	11
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnic Group	
Arab	*
Any other ethnic group	*
Not given	
Not given	19
Total	**448**

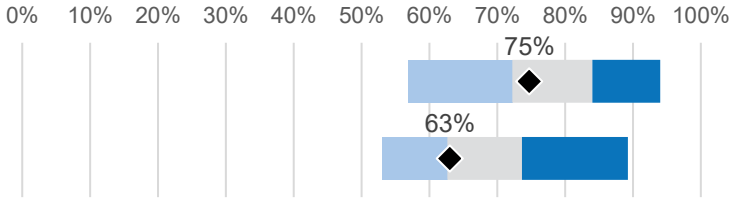
* indicates the count is not shown due to suppression

Expected range charts

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

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

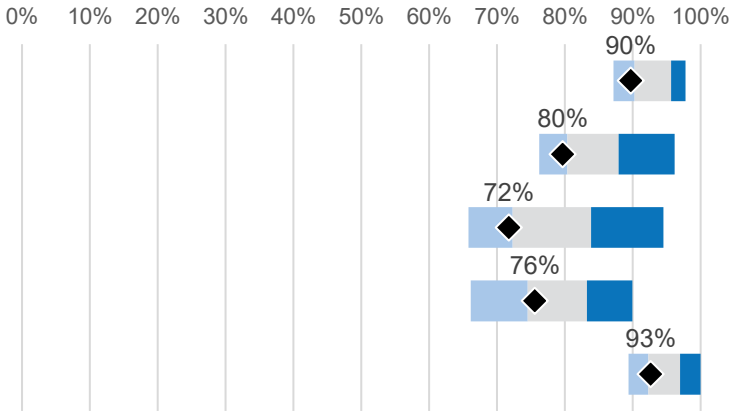
SUPPORT FROM YOUR GP PRACTICE



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

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

DIAGNOSTIC TESTS



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

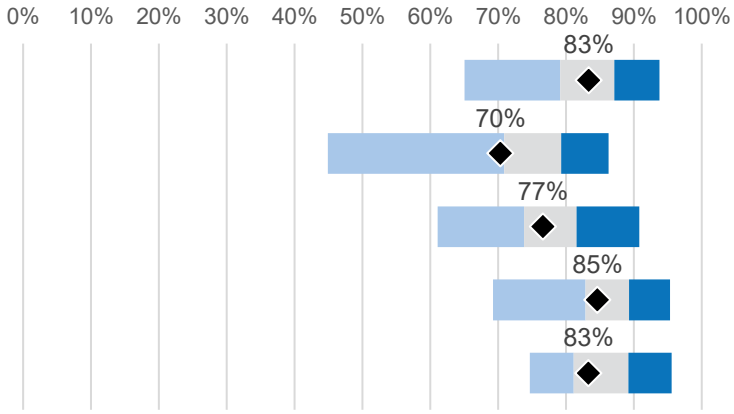
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient

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

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

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

FINDING OUT THAT YOU HAD CANCER



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

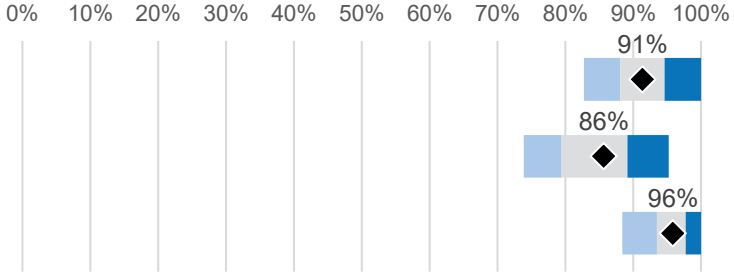
Q13. Patient was definitely told sensitively that they had cancer

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

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

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

SUPPORT FROM A MAIN CONTACT PERSON



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

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

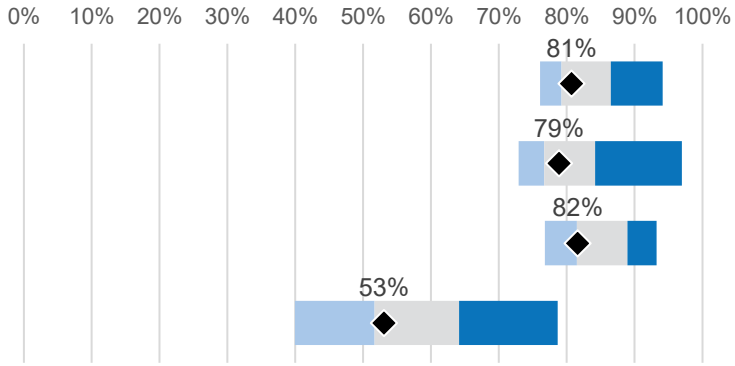
Q19. Patient found advice from main contact person was very or quite helpful

Expected range charts

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

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

DECIDING ON THE BEST TREATMENT



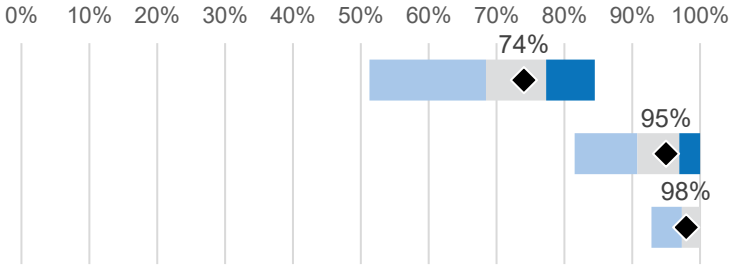
Q20. Treatment options were explained in a way the patient could completely understand

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

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

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

CARE PLANNING

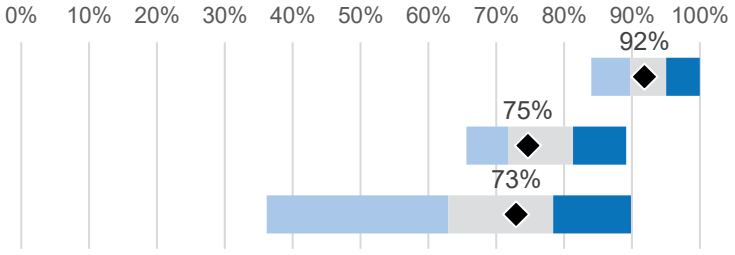


Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment

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

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

SUPPORT FROM HOSPITAL STAFF

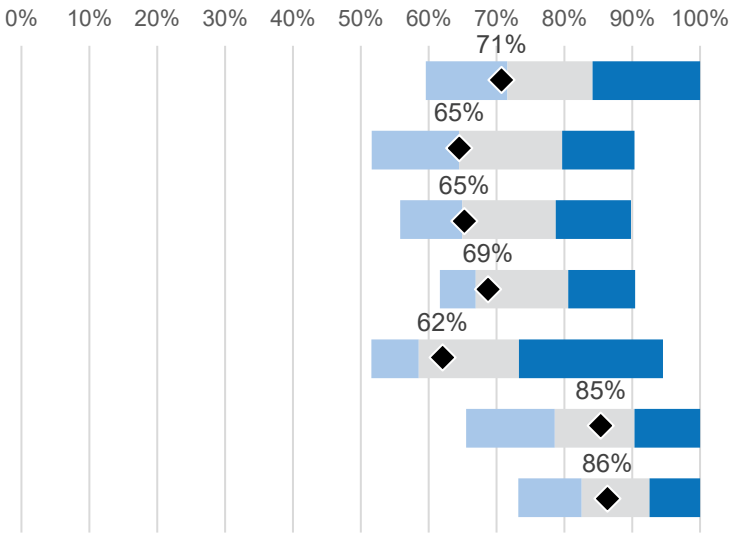


Q27. Staff provided the patient with relevant information on available support

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

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

HOSPITAL CARE



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

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

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

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

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

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

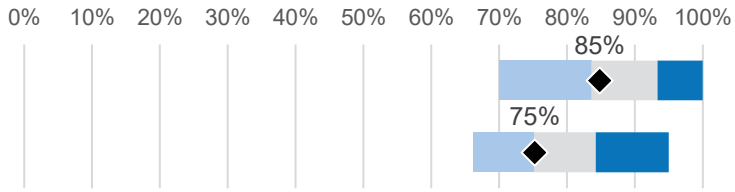
Q37. Patient was always treated with respect and dignity while in hospital

Expected range charts

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

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

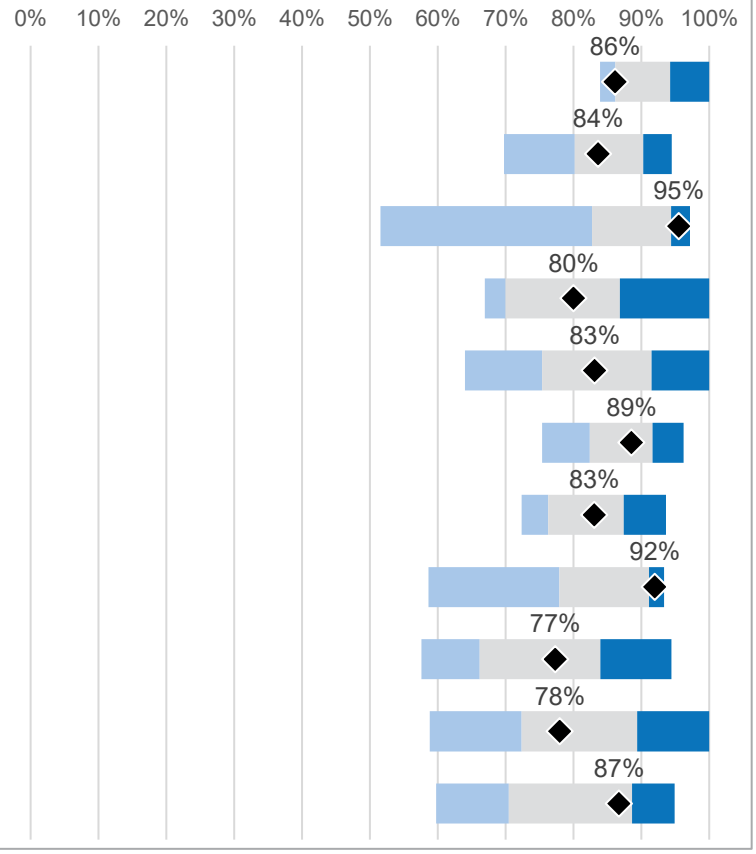
HOSPITAL CARE CONTINUED



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

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

YOUR TREATMENT



Q41_1. Beforehand patient completely had enough understandable information about surgery

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

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

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

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

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

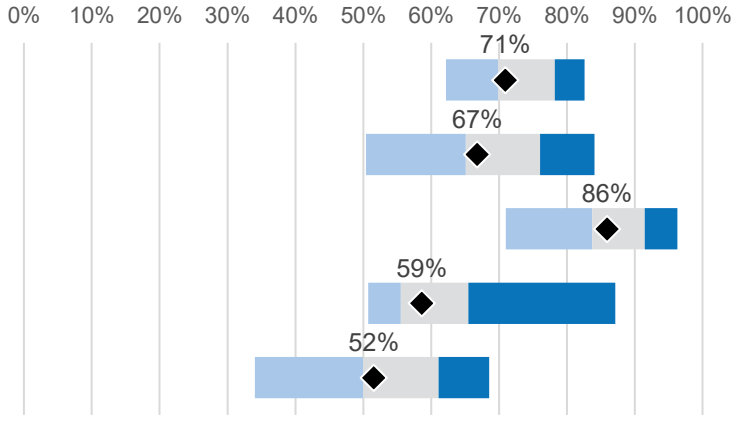
Q42_3. Patient completely had enough understandable information about their response to radiotherapy

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

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

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS



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

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

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

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

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

Expected range charts

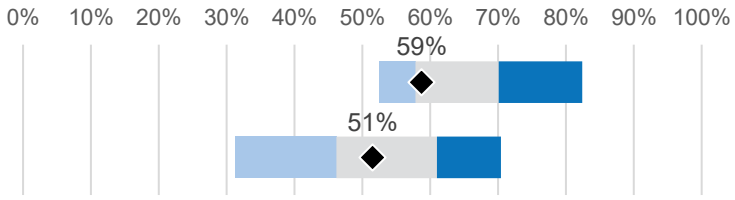
Lower expected range | Within expected range | Upper expected range | Case mix adjusted score

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

SUPPORT WHILE AT HOME

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

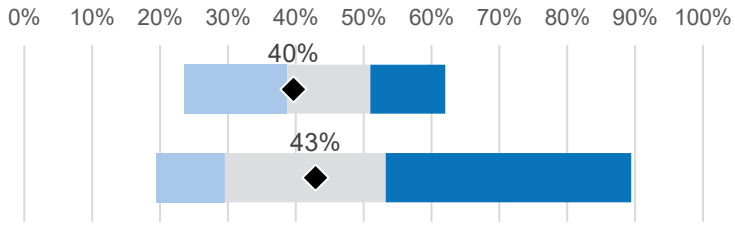
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services



CARE FROM YOUR GP PRACTICE

Q51. Patient definitely received the 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)

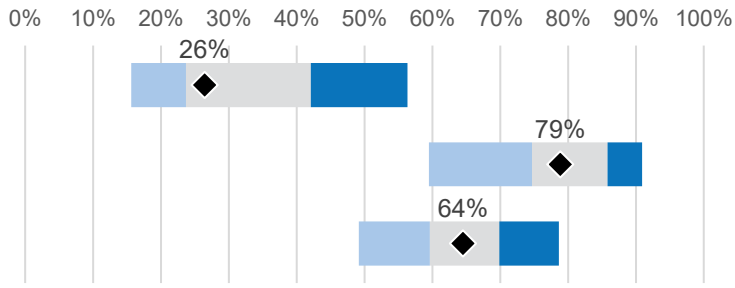


LIVING WITH AND BEYOND CANCER

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



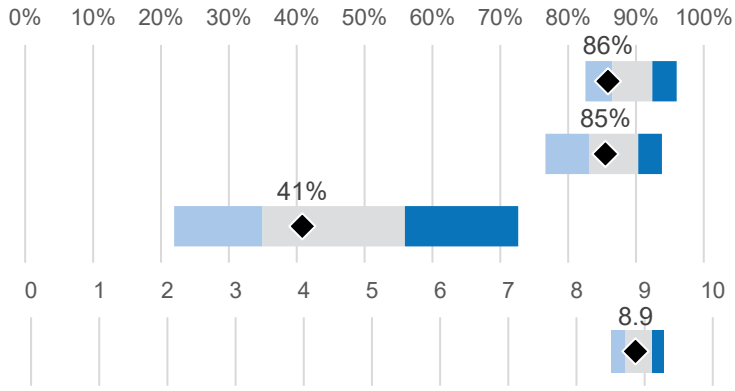
YOUR OVERALL NHS CARE

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			National 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	214	**75%**	189	**75%**			**75%**	72%	84%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	315	**59%**	277	**65%**			**63%**	63%	74%	**68%**

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			National 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	395	**92%**	349	**90%**			**90%**	90%	96%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	416	**80%**	358	**80%**			**80%**	80%	88%	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	415	**77%**	364	**72%**		▽	**72%**	72%	84%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	417	**79%**	363	**76%**			**76%**	75%	83%	**79%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	417	**96%**	361	**93%**			**93%**	92%	97%	**95%**

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			National 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	477	**84%**	423	**84%**		△	**83%**	79%	87%	**83%**
Q13. Patient was definitely told sensitively that they had cancer	506	**75%**	440	**71%**			**70%**	71%	79%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	507	**73%**	442	**77%**			**77%**	74%	82%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	508	**85%**	444	**86%**			**85%**	83%	89%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	451	**83%**	391	**84%**			**83%**	81%	89%	**85%**

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			National 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	489	**88%**	415	**91%**			**91%**	88%	95%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	393	**83%**	340	**85%**			**86%**	79%	89%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	411	**96%**	358	**96%**			**96%**	94%	98%	**96%**

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			National 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	469	**79%**	415	**81%**			**81%**	79%	86%	**83%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	498	**79%**	436	**79%**			**79%**	77%	84%	**80%**
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	438	**81%**	383	**81%**		△	**82%**	81%	89%	**85%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	284	**52%**	240	**53%**			**53%**	52%	64%	**58%**

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			National 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	456	**70%**	405	**74%**			**74%**	68%	77%	**73%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	262	**92%**	233	**95%**			**95%**	91%	97%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	212	**97%**	192	**98%**			**98%**	97%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			National 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	432	**89%**	384	**92%**			**92%**	90%	95%	**92%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	504	**71%**	440	**75%**			**75%**	72%	81%	**77%**
Q29. Patient was offered information about how to get financial help or benefits	276	**70%**	236	**72%**			**73%**	63%	78%	**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			National 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	199	**73%**	168	**72%**			**71%**	72%	84%	**78%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	165	**66%**	134	**64%**		△	**65%**	65%	80%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	195	**62%**	164	**66%**			**65%**	65%	79%	**72%**
Q34. Patient was always able to get help from ward staff when needed	194	**71%**	166	**70%**			**69%**	67%	81%	**74%**
Q35. Patient was always able to discuss worries and fears with hospital staff	187	**64%**	158	**63%**			**62%**	59%	73%	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	167	**83%**	146	**86%**			**85%**	79%	90%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	197	**84%**	168	**87%**			**86%**	83%	93%	**88%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	187	**86%**	165	**85%**			**85%**	84%	93%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	432	**77%**	384	**75%**		△	**75%**	75%	84%	**80%**

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			National 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	246	**90%**	209	**86%**			**86%**	86%	94%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	216	**85%**	189	**84%**			**84%**	80%	90%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	146	**89%**	115	**96%**			**95%**	83%	94%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	101	**76%**	92	**80%**			**80%**	70%	87%	**78%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	69	**81%**	82	**83%**			**83%**	75%	91%	**83%**
Q42_1. Patient completely had enough understandable information about their response to surgery	245	**87%**	203	**88%**			**89%**	82%	92%	**87%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	216	**84%**	184	**83%**			**83%**	76%	87%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	147	**82%**	115	**92%**			**92%**	78%	91%	**85%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	102	**75%**	91	**78%**			**77%**	66%	84%	**75%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	69	**80%**	82	**78%**			**78%**	72%	89%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	488	**84%**	434	**87%**		△	**87%**	70%	89%	**80%**

Comparability tables

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Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			National score
	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	478	**71%**	423	**71%**			**71%**	70%	78%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	442	**64%**	396	**67%**			**67%**	65%	76%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	368	**85%**	316	**86%**			**86%**	84%	91%	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	454	**61%**	395	**59%**			**59%**	56%	66%	**61%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	388	**53%**	352	**52%**			**52%**	50%	61%	**56%**

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			National 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	363	**59%**	317	**58%**			**59%**	58%	70%	**64%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	202	**46%**	180	**51%**			**51%**	46%	61%	**54%**

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National 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	-	**-**	281	**40%**			**40%**	39%	51%	**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)	-	**-**	236	**42%**			**43%**	30%	53%	**41%**

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			National 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	104	**34%**	100	**26%**			**26%**	24%	42%	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	217	**74%**	197	**78%**			**79%**	75%	86%	**80%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	369	**61%**	358	**64%**			**64%**	60%	70%	**65%**

Comparability tables

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Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			National score
	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	475	**88%**	418	**86%**			**86%**	87%	92%	**89%**
Q57. Administration of care was very good or good	497	**85%**	439	**85%**			**85%**	83%	90%	**87%**
Q58. Cancer research opportunities were discussed with patient	273	**33%**	236	**39%**			**41%**	35%	56%	**45%**
Q59. Patient's average rating of care scored from very poor to very good	488	**8.8**	427	**8.9**			**8.9**	8.7	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	*	88%	80%	*	42%	*	75%	86%	*	*	*	64%	53%	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	80%	72%	*	45%	*	63%	65%	*	*	*	55%	58%	65%

DIAGNOSTIC TESTS	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	*	89%	91%	*	97%	*	82%	91%	*	*	*	90%	92%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	81%	75%	*	84%	70%	85%	78%	*	*	*	85%	77%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	67%	69%	*	74%	60%	86%	82%	*	*	*	73%	59%	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	78%	72%	*	68%	40%	79%	84%	*	*	*	78%	65%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	96%	94%	*	86%	100%	93%	94%	*	*	*	95%	88%	93%

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	*	88%	91%	*	73%	64%	73%	89%	*	*	*	82%	84%	84%
Q13. Patient was definitely told sensitively that they had cancer	*	66%	74%	*	72%	45%	68%	74%	*	*	*	82%	66%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	80%	78%	*	66%	55%	71%	86%	*	*	*	87%	64%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	86%	89%	*	75%	82%	90%	89%	*	*	*	93%	78%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	*	88%	87%	*	74%	64%	77%	95%	*	*	*	76%	78%	84%

Tumour group tables

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SUPPORT FROM A MAIN CONTACT PERSON	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q17. Patient had a main point of contact within the care team	*	89%	100%	*	93%	*	90%	96%	*	*	*	88%	86%	91%
Q18. Patient found it very or quite easy to contact their main contact person	*	83%	90%	*	85%	*	96%	81%	*	*	*	79%	85%	85%
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	97%	*	96%	*	96%	95%	*	*	*	100%	97%	96%

DECIDING ON THE BEST TREATMENT	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q20. Treatment options were explained in a way the patient could completely understand	*	81%	83%	*	75%	*	87%	84%	*	*	*	80%	75%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	80%	83%	*	74%	27%	84%	84%	*	*	*	84%	77%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	80%	88%	*	80%	*	89%	81%	*	*	*	88%	74%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	57%	63%	*	45%	*	63%	60%	*	*	*	52%	32%	53%

CARE PLANNING	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	77%	79%	*	61%	50%	79%	80%	*	*	*	77%	67%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	96%	96%	*	100%	*	96%	92%	*	*	*	82%	96%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	97%	100%	*	100%	*	100%	97%	*	*	*	100%	94%	98%

SUPPORT FROM HOSPITAL STAFF	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q27. Staff provided the patient with relevant information on available support	*	92%	100%	*	96%	*	100%	96%	*	*	*	91%	74%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	66%	83%	*	82%	45%	77%	81%	*	*	*	82%	62%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	70%	74%	*	86%	*	96%	74%	*	*	*	42%	54%	72%

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	*	69%	65%	*	88%	*	*	84%	*	*	*	67%	50%	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	67%	61%	*	78%	*	*	71%	*	*	*	65%	45%	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	65%	75%	*	77%	*	*	74%	*	*	*	60%	42%	66%
Q34. Patient was always able to get help from ward staff when needed	*	63%	70%	*	78%	*	*	84%	*	*	*	65%	42%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	55%	63%	*	77%	*	*	74%	*	*	*	67%	45%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	92%	90%	*	73%	*	*	90%	*	*	*	85%	80%	86%
Q37. Patient was always treated with respect and dignity while in hospital	*	81%	80%	*	92%	*	*	93%	*	*	*	90%	67%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	87%	85%	*	87%	*	*	91%	*	*	*	86%	75%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	74%	88%	*	73%	*	72%	80%	*	*	*	71%	73%	75%

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	*	91%	84%	*	*	*	*	84%	*	*	*	88%	*	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	88%	90%	*	78%	*	83%	*	*	*	*	75%	81%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	98%	*	*	*	*	*	92%	*	*	*	*	100%	96%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	79%	*	*	*	*	*	91%	*	*	*	*	*	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	86%	*	*	94%	*	75%	*	*	*	*	85%	69%	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	91%	88%	*	*	*	*	86%	*	*	*	90%	*	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	82%	89%	*	76%	*	91%	*	*	*	*	75%	92%	83%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	88%	*	*	*	*	*	100%	*	*	*	*	90%	92%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	75%	*	*	*	*	*	87%	*	*	*	*	*	78%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	74%	*	*	80%	*	82%	*	*	*	*	85%	67%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	85%	91%	*	84%	*	94%	93%	*	*	*	86%	83%	87%

Tumour group tables

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

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	67%	83%	*	57%	*	70%	76%	*	*	*	82%	80%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	61%	79%	*	65%	*	70%	68%	*	*	*	75%	64%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	83%	94%	*	86%	*	96%	86%	*	*	*	92%	80%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	59%	70%	*	44%	*	60%	70%	*	*	*	58%	51%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	55%	60%	*	39%	*	54%	63%	*	*	*	40%	43%	52%

SUPPORT WHILE AT HOME	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	52%	75%	*	61%	*	46%	66%	*	*	*	66%	58%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	53%	36%	*	39%	*	56%	56%	*	*	*	50%	57%	51%

CARE FROM YOUR GP PRACTICE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	*	40%	35%	*	37%	*	50%	42%	*	*	*	41%	41%	40%
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%	47%	*	19%	*	45%	68%	*	*	*	54%	31%	42%

Tumour group tables

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LIVING WITH AND BEYOND CANCER	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	20%	*	*	*	*	*	37%	*	*	*	20%	*	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	75%	81%	*	76%	*	73%	82%	*	*	*	88%	82%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	59%	69%	*	77%	*	59%	66%	*	*	*	81%	46%	64%

YOUR OVERALL NHS CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All**
Q56. The whole care team worked well together	*	83%	91%	*	80%	*	97%	88%	*	*	*	89%	90%	86%
Q57. Administration of care was very good or good	*	83%	81%	*	83%	60%	97%	88%	*	*	*	91%	87%	85%
Q58. Cancer research opportunities were discussed with patient	*	44%	38%	*	42%	*	56%	40%	*	*	*	29%	21%	39%
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	9	*	8.9	*	9.2	8.8	*	*	*	9.2	9	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	*	*	*	84%	72%	74%	78%	*	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	*	85%	63%	65%	59%	64%	65%

DIAGNOSTIC TESTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	*	91%	87%	93%	88%	100%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	75%	80%	89%	71%	93%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	67%	72%	73%	74%	71%	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	61%	82%	79%	70%	86%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	94%	95%	91%	92%	100%	93%

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	*	*	*	86%	78%	83%	88%	82%	84%
Q13. Patient was definitely told sensitively that they had cancer	*	*	70%	66%	71%	72%	71%	83%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	80%	66%	83%	78%	73%	94%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	80%	82%	87%	84%	88%	94%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	70%	91%	89%	83%	83%	79%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q17. Patient had a main point of contact within the care team	*	*	80%	91%	90%	93%	91%	87%	91%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	84%	84%	82%	90%	90%	85%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	94%	95%	95%	99%	92%	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	*	*	*	69%	86%	83%	79%	86%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	80%	65%	81%	84%	75%	83%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	72%	80%	84%	82%	87%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	46%	59%	58%	51%	*	53%

Age group tables

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

CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	*	69%	75%	77%	75%	78%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	96%	94%	96%	95%	*	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	100%	100%	99%	95%	*	98%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q27. Staff provided the patient with relevant information on available support	*	*	*	94%	94%	91%	92%	90%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	90%	62%	71%	75%	77%	89%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	68%	71%	76%	70%	*	72%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	*	58%	76%	76%	70%	*	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	50%	71%	65%	66%	*	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	53%	71%	70%	65%	*	66%
Q34. Patient was always able to get help from ward staff when needed	*	*	*	53%	76%	70%	68%	*	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	44%	67%	71%	58%	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	78%	85%	91%	84%	*	86%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	89%	86%	94%	77%	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	79%	88%	87%	85%	*	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	*	74%	76%	76%	75%	80%	75%

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	*	*	*	73%	89%	93%	80%	*	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	81%	87%	87%	78%	*	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	93%	96%	94%	97%	*	96%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	73%	95%	79%	74%	*	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	82%	82%	84%	*	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	*	73%	89%	93%	86%	*	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	81%	92%	87%	74%	*	83%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	*	80%	96%	89%	97%	*	92%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	45%	94%	79%	74%	*	78%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	60%	78%	79%	83%	*	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	*	74%	91%	87%	89%	81%	87%

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	*	*	*	61%	77%	72%	69%	81%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	67%	66%	67%	68%	79%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	83%	93%	87%	80%	69%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	53%	67%	61%	54%	62%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	44%	54%	54%	51%	64%	52%

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	*	*	*	41%	58%	62%	58%	79%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	31%	53%	48%	56%	*	51%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	*	*	*	26%	48%	37%	40%	*	40%
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)	*	*	*	55%	51%	42%	32%	30%	42%

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	*	*	*	31%	20%	32%	24%	*	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	56%	81%	79%	81%	*	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	52%	63%	64%	69%	71%	64%

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	*	*	*	84%	85%	87%	86%	88%	86%
Q57. Administration of care was very good or good	*	*	*	79%	86%	85%	86%	89%	85%
Q58. Cancer research opportunities were discussed with patient	*	*	*	36%	37%	46%	28%	*	39%
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	8.4	8.8	8.9	9	9	8.9

‘Which of the following best describes you?’ tables

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

SUPPORT FROM YOUR GP PRACTICE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	71%	*	*	*	*	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	71%	59%	*	*	*	*	65%

DIAGNOSTIC TESTS	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	91%	89%	*	*	*	*	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	79%	*	*	*	*	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	70%	74%	*	*	*	*	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	77%	*	*	*	*	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	90%	*	*	*	*	93%

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%	83%	*	*	*	85%	84%
Q13. Patient was definitely told sensitively that they had cancer	69%	73%	*	*	*	77%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	77%	*	*	*	85%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	86%	*	*	*	92%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	84%	*	*	*	92%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q17. Patient had a main point of contact within the care team	90%	92%	*	*	*	85%	91%
Q18. Patient found it very or quite easy to contact their main contact person	88%	82%	*	*	*	*	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	95%	*	*	*	100%	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	83%	79%	*	*	*	75%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	79%	*	*	*	67%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	84%	*	*	*	80%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	53%	*	*	*	*	53%

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	75%	74%	*	*	*	75%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	96%	93%	*	*	*	*	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	*	*	*	*	98%

SUPPORT FROM HOSPITAL STAFF	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	90%	95%	*	*	*	*	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	67%	83%	*	*	*	67%	75%
Q29. Patient was offered information about how to get financial help or benefits	71%	73%	*	*	*	*	72%

‘Which of the following best describes you?’ tables

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

HOSPITAL CARE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	61%	81%	*	*	*	*	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	58%	69%	*	*	*	*	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	59%	72%	*	*	*	*	66%
Q34. Patient was always able to get help from ward staff when needed	63%	76%	*	*	*	*	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	53%	71%	*	*	*	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	87%	*	*	*	*	86%
Q37. Patient was always treated with respect and dignity while in hospital	84%	89%	*	*	*	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	87%	*	*	*	*	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	79%	*	*	*	*	75%

YOUR TREATMENT	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	83%	*	*	*	*	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	84%	*	*	*	*	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	97%	93%	*	*	*	*	96%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	87%	*	*	*	*	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	84%	*	*	*	*	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	92%	85%	*	*	*	*	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	84%	81%	*	*	*	*	83%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	90%	95%	*	*	*	*	92%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	77%	83%	*	*	*	*	78%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	72%	84%	*	*	*	*	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	91%	*	*	*	70%	87%

‘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	69%	74%	*	*	*	70%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	63%	71%	*	*	*	*	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	89%	*	*	*	*	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	67%	*	*	*	*	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	54%	*	*	*	*	52%

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	54%	64%	*	*	*	*	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	52%	50%	*	*	*	*	51%

CARE FROM YOUR GP PRACTICE	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	39%	41%	*	*	*	*	40%
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)	46%	38%	*	*	*	*	42%

LIVING WITH AND BEYOND CANCER	Which of the following best describes you?						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	27%	26%	*	*	*	*	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	79%	*	*	*	*	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	68%	*	*	*	*	64%

‘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	88%	85%	*	*	*	*	86%
Q57. Administration of care was very good or good	84%	88%	*	*	*	70%	85%
Q58. Cancer research opportunities were discussed with patient	40%	38%	*	*	*	*	39%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	*	*	*	*	8.9

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	*	*	*	*	*	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	*	*	*	*	*	65%

DIAGNOSTIC TESTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	90%	*	90%	92%	*	92%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	*	80%	75%	*	75%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72%	*	80%	58%	*	69%	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	*	60%	58%	*	69%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	*	90%	92%	*	100%	93%

FINDING OUT THAT YOU HAD CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	84%	*	91%	75%	*	89%	84%
Q13. Patient was definitely told sensitively that they had cancer	70%	*	70%	92%	*	78%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	*	70%	85%	*	89%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	*	82%	92%	*	94%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	*	*	92%	*	94%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q17. Patient had a main point of contact within the care team	91%	*	91%	92%	*	88%	91%
Q18. Patient found it very or quite easy to contact their main contact person	85%	*	80%	82%	*	91%	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	*	90%	100%	*	100%	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	81%	*	*	85%	*	76%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	*	70%	77%	*	71%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	*	*	73%	*	80%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	*	*	*	*	*	53%

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	75%	*	60%	64%	*	76%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	*	*	*	*	*	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	*	*	*	*	98%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	92%	*	*	85%	*	92%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	*	55%	58%	*	82%	75%
Q29. Patient was offered information about how to get financial help or benefits	74%	*	*	64%	*	55%	72%

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	73%	*	*	*	*	*	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	63%	*	*	*	*	*	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	66%	*	*	*	*	*	66%
Q34. Patient was always able to get help from ward staff when needed	70%	*	*	*	*	*	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	*	*	*	*	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	*	*	*	*	*	86%
Q37. Patient was always treated with respect and dignity while in hospital	87%	*	*	*	*	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	*	*	*	*	*	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	*	60%	45%	*	92%	75%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	*	*	*	*	*	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	*	*	*	*	*	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	96%	*	*	*	*	*	96%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	83%	*	*	*	*	*	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	*	*	*	*	*	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	89%	*	*	*	*	*	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	*	*	*	*	*	83%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	93%	*	*	*	*	*	92%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	81%	*	*	*	*	*	78%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	*	*	*	*	*	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	87%	*	91%	85%	*	87%	87%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	*	64%	42%	*	80%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	*	40%	54%	*	82%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	*	*	*	*	60%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	60%	*	45%	50%	*	62%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	*	30%	36%	*	82%	52%

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	*	*	*	*	64%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	53%	*	*	*	*	*	51%

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	41%	*	*	10%	*	50%	40%
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)	43%	*	*	*	*	*	42%

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	28%	*	*	*	*	*	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	*	*	*	*	*	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	*	*	45%	*	73%	64%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	86%	*	82%	92%	*	67%	86%
Q57. Administration of care was very good or good	86%	*	73%	92%	*	71%	85%
Q58. Cancer research opportunities were discussed with patient	39%	*	40%	*	*	*	39%
Q59. Patient's average rating of care scored from very poor to very good	8.9	*	7.7	8.3	*	8.8	8.9

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	67%	82%	70%	83%	*	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	60%	69%	64%	70%	*	65%

DIAGNOSTIC TESTS	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	85%	91%	90%	93%	90%	*	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	80%	79%	84%	77%	*	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	72%	72%	74%	61%	*	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	69%	75%	77%	77%	79%	*	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	92%	94%	93%	90%	*	93%

FINDING OUT THAT YOU HAD CANCER	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	79%	85%	85%	88%	*	84%
Q13. Patient was definitely told sensitively that they had cancer	71%	69%	67%	71%	79%	*	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	78%	76%	79%	78%	*	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	84%	88%	83%	87%	*	86%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	86%	84%	84%	83%	*	84%

SUPPORT FROM A MAIN CONTACT PERSON	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q17. Patient had a main point of contact within the care team	88%	90%	94%	87%	97%	*	91%
Q18. Patient found it very or quite easy to contact their main contact person	83%	87%	79%	91%	85%	*	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	97%	93%	97%	97%	*	96%

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q20. Treatment options were explained in a way the patient could completely understand	68%	78%	84%	84%	86%	*	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	74%	81%	82%	79%	77%	*	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	69%	83%	80%	85%	88%	*	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	47%	45%	60%	50%	68%	*	53%

CARE PLANNING	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	63%	74%	76%	77%	79%	*	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	93%	98%	94%	98%	*	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	96%	100%	98%	97%	*	98%

SUPPORT FROM HOSPITAL STAFF	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q27. Staff provided the patient with relevant information on available support	90%	92%	95%	88%	94%	*	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	63%	74%	77%	78%	77%	*	75%
Q29. Patient was offered information about how to get financial help or benefits	63%	78%	78%	65%	75%	*	72%

HOSPITAL CARE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	65%	77%	75%	68%	73%	*	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	58%	76%	65%	50%	72%	*	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	55%	79%	67%	60%	68%	*	66%
Q34. Patient was always able to get help from ward staff when needed	59%	74%	77%	65%	69%	*	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	48%	66%	77%	50%	71%	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	78%	88%	92%	83%	82%	*	86%
Q37. Patient was always treated with respect and dignity while in hospital	78%	94%	84%	88%	88%	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	74%	88%	86%	85%	92%	*	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	67%	74%	79%	82%	70%	*	75%

IMD quintile tables

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

YOUR TREATMENT	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	76%	90%	84%	96%	82%	*	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	75%	90%	88%	88%	73%	*	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	100%	83%	100%	100%	96%	*	96%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	73%	85%	79%	78%	87%	*	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	89%	89%	76%	69%	92%	*	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	81%	84%	84%	98%	92%	*	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	90%	90%	85%	67%	*	83%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	100%	88%	91%	100%	83%	*	92%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	79%	80%	74%	83%	73%	*	78%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	76%	89%	67%	75%	83%	*	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	86%	87%	85%	90%	88%	*	87%

IMMEDIATE AND LONG-TERM SIDE EFFECTS	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	67%	68%	72%	76%	72%	*	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	56%	71%	68%	75%	58%	*	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	92%	86%	85%	80%	*	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	44%	68%	59%	61%	61%	*	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	46%	54%	52%	55%	51%	*	52%

SUPPORT WHILE AT HOME	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	40%	59%	54%	72%	61%	*	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	25%	42%	60%	68%	55%	*	51%

CARE FROM YOUR GP PRACTICE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	41%	39%	38%	34%	48%	*	40%
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)	51%	39%	48%	31%	45%	*	42%

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	22%	29%	28%	25%	25%	*	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	68%	73%	80%	84%	81%	*	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	64%	61%	63%	70%	*	64%

YOUR OVERALL NHS CARE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q56. The whole care team worked well together	85%	86%	84%	85%	90%	*	86%
Q57. Administration of care was very good or good	81%	90%	84%	87%	82%	*	85%
Q58. Cancer research opportunities were discussed with patient	51%	36%	39%	39%	34%	*	39%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.9	8.8	8.8	8.8	*	8.9

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	75%	75%	75%	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	64%	78%	65%

DIAGNOSTIC TESTS	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	90%	91%	84%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	85%	83%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72%	71%	69%	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	75%	73%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	91%	96%	93%

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	84%	85%	80%	84%
Q13. Patient was definitely told sensitively that they had cancer	71%	71%	68%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	77%	78%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	87%	91%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	85%	89%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Long-term condition status			
	Yes	No	Not given	**All**
Q17. Patient had a main point of contact within the care team	89%	96%	87%	91%
Q18. Patient found it very or quite easy to contact their main contact person	85%	84%	86%	85%
Q19. Patient found advice from main contact person was very or quite helpful	97%	93%	100%	96%

DECIDING ON THE BEST TREATMENT	Long-term condition status			
	Yes	No	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	81%	79%	83%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	79%	73%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	80%	80%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	49%	61%	59%	53%

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	74%	75%	72%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	94%	94%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	93%	98%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	91%	95%	88%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	78%	77%	75%
Q29. Patient was offered information about how to get financial help or benefits	71%	75%	65%	72%

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	67%	80%	90%	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	64%	65%	*	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	71%	80%	66%
Q34. Patient was always able to get help from ward staff when needed	63%	82%	90%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	70%	80%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	84%	90%	86%
Q37. Patient was always treated with respect and dignity while in hospital	85%	88%	100%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	82%	90%	100%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	79%	79%	75%

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	87%	86%	75%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	81%	90%	81%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	97%	92%	*	96%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	82%	85%	*	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	82%	*	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	93%	75%	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	90%	75%	83%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	96%	87%	*	92%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	80%	81%	*	78%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	80%	76%	*	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	87%	87%	82%	87%

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	69%	76%	77%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	70%	65%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	91%	78%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	64%	54%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	56%	57%	52%

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	55%	66%	58%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	60%	63%	51%

CARE FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	**All**
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	38%	44%	37%	40%
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%	59%	38%	42%

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	24%	32%	*	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	84%	76%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	61%	61%	64%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	83%	91%	88%	86%
Q57. Administration of care was very good or good	84%	88%	82%	85%
Q58. Cancer research opportunities were discussed with patient	38%	43%	37%	39%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.1	8.8	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	69%	74%	85%	65%	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	55%	68%	70%	45%	65%

DIAGNOSTIC TESTS	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	85%	96%	88%	86%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	71%	80%	83%	71%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	67%	81%	71%	59%	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	65%	76%	86%	71%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	86%	96%	97%	90%	93%

FINDING OUT THAT YOU HAD CANCER	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	88%	84%	76%	84%
Q13. Patient was definitely told sensitively that they had cancer	59%	75%	72%	77%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	69%	79%	79%	77%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	83%	86%	86%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	78%	85%	88%	75%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	**All**
Q17. Patient had a main point of contact within the care team	91%	87%	90%	91%	91%
Q18. Patient found it very or quite easy to contact their main contact person	83%	84%	90%	80%	85%
Q19. Patient found advice from main contact person was very or quite helpful	100%	96%	97%	93%	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	76%	85%	84%	74%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	70%	85%	84%	69%	79%
Q22. Family and / or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	74%	78%	88%	94%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	44%	54%	55%	32%	53%

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.

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	73%	71%	82%	65%	74%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	96%	98%	94%	95%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	95%	100%	100%	98%

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	89%	92%	91%	90%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	64%	69%	79%	78%	75%
Q29. Patient was offered information about how to get financial help or benefits	61%	75%	80%	65%	72%

HOSPITAL CARE	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	71%	64%	71%	60%	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	64%	71%	55%	64%	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	57%	74%	50%	66%
Q34. Patient was always able to get help from ward staff when needed	64%	62%	69%	47%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	58%	59%	60%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	79%	85%	84%	100%	86%
Q37. Patient was always treated with respect and dignity while in hospital	79%	88%	82%	93%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	79%	79%	86%	87%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	58%	72%	84%	75%	75%

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	82%	86%	85%	100%	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	69%	84%	91%	71%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	97%	96%	*	96%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	69%	90%	93%	*	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	67%	95%	87%	*	83%
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	84%	90%	88%	88%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	67%	81%	88%	93%	83%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	96%	96%	*	92%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	69%	89%	93%	*	78%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	50%	82%	93%	*	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	83%	86%	91%	89%	87%

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	56%	66%	76%	78%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	58%	66%	69%	68%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	79%	86%	85%	85%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	48%	57%	66%	58%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	33%	54%	56%	46%	52%

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	37%	57%	65%	59%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	34%	56%	51%	36%	51%

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

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CARE FROM YOUR GP PRACTICE	Impact of long-term condition(s) (excluding cancer) on day-to-day activities				
	A lot	A little	Not at all	Not given	**All** †
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	28%	40%	47%	29%	40%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)	29%	38%	38%	41%	42%

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	15%	31%	20%	*	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	70%	78%	80%	64%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	65%	71%	65%	64%

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	76%	86%	81%	94%	86%
Q57. Administration of care was very good or good	78%	84%	86%	91%	85%
Q58. Cancer research opportunities were discussed with patient	41%	44%	34%	15%	39%
Q59. Patient's average rating of care scored from very poor to very good	8.1	9	8.8	8.9	8.9

Year on year charts

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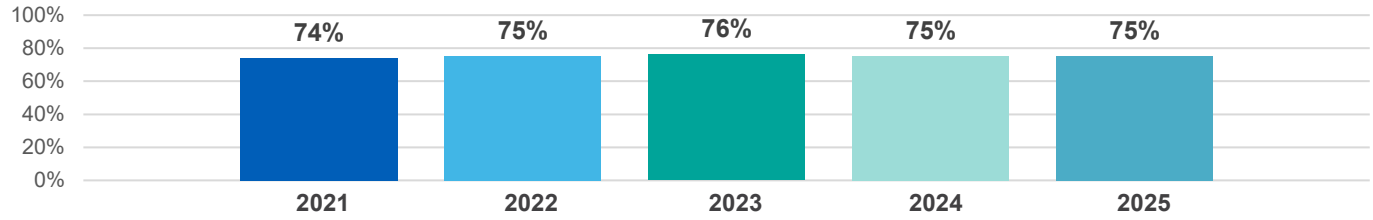
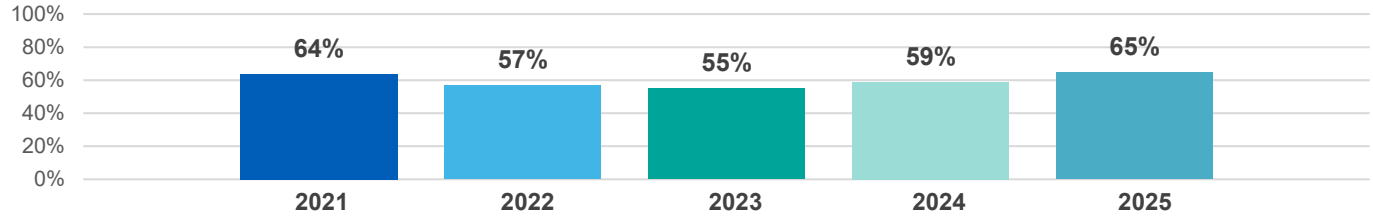
SUPPORT FROM YOUR GP PRACTICE

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

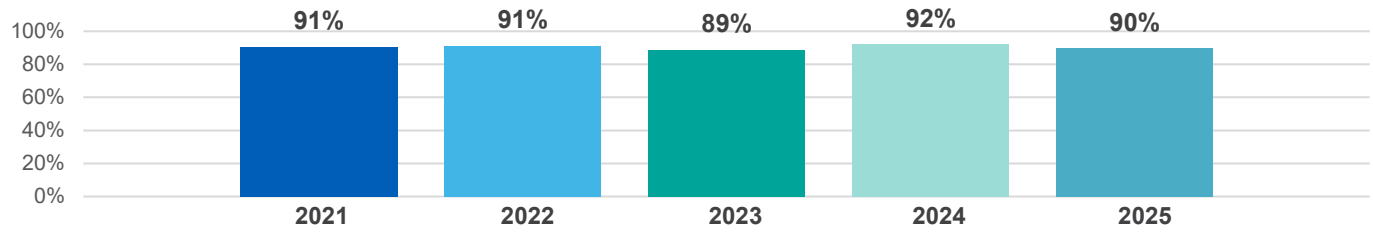


Q3. Referral for diagnosis was explained in a way the patient could completely understand

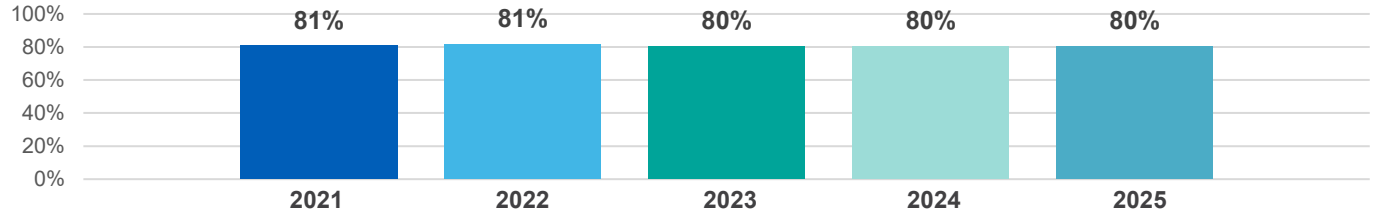


DIAGNOSTIC TESTS

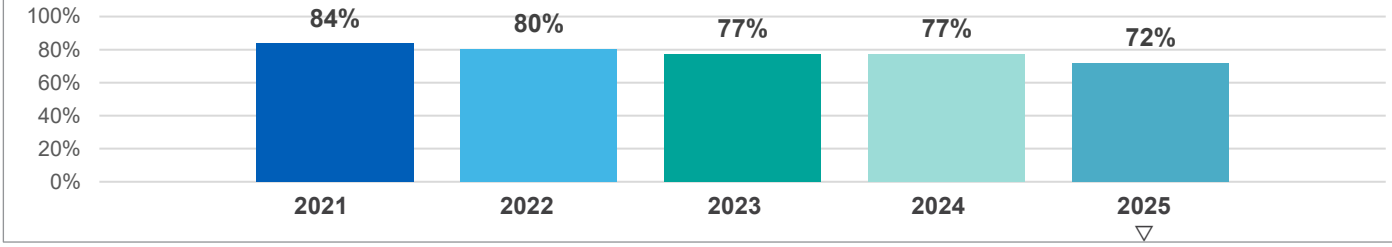
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



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\- No score available.

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

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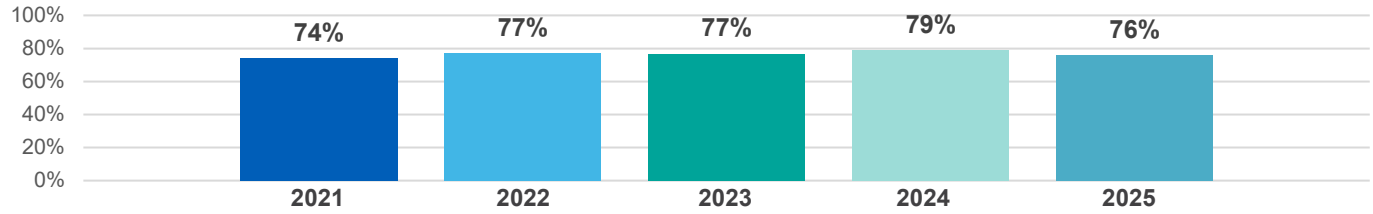
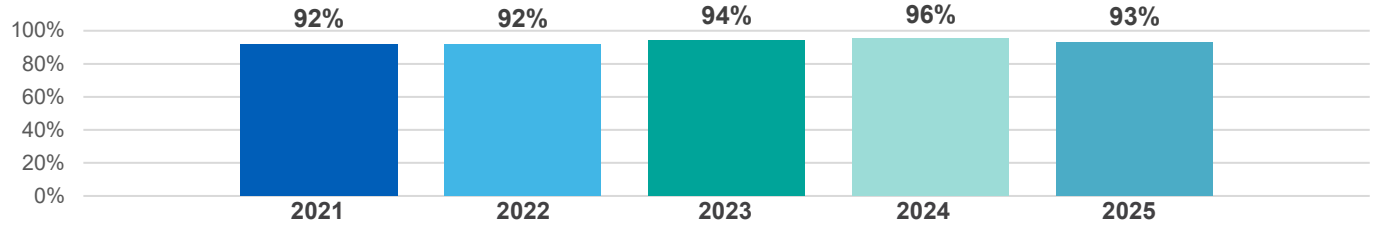
Q8. Diagnostic test results were explained in a way the patient could completely understand

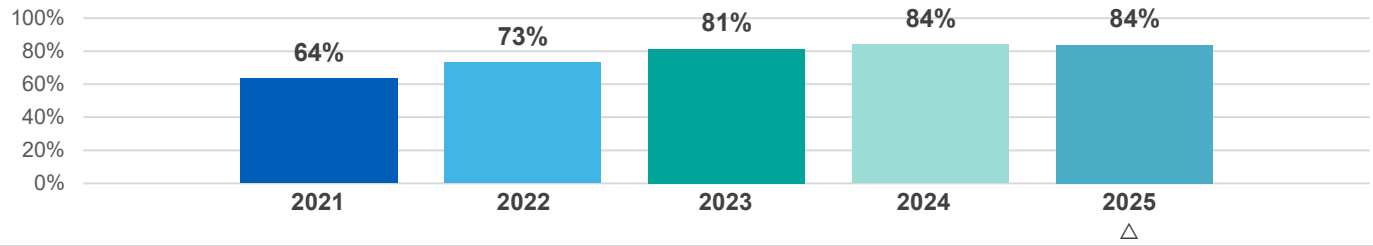


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

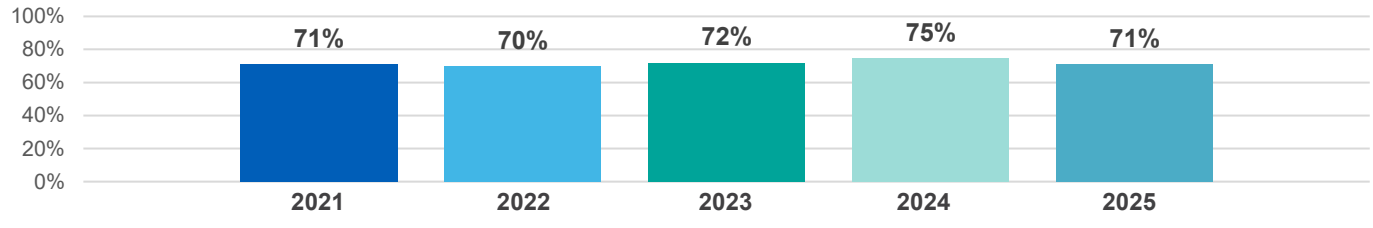


FINDING OUT THAT YOU HAD CANCER

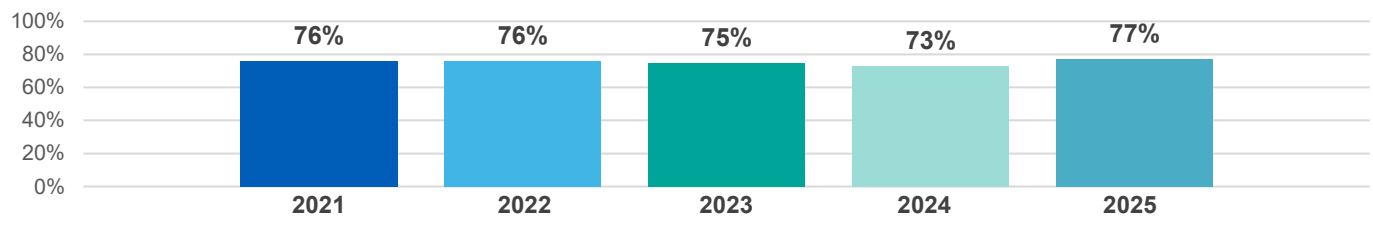
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



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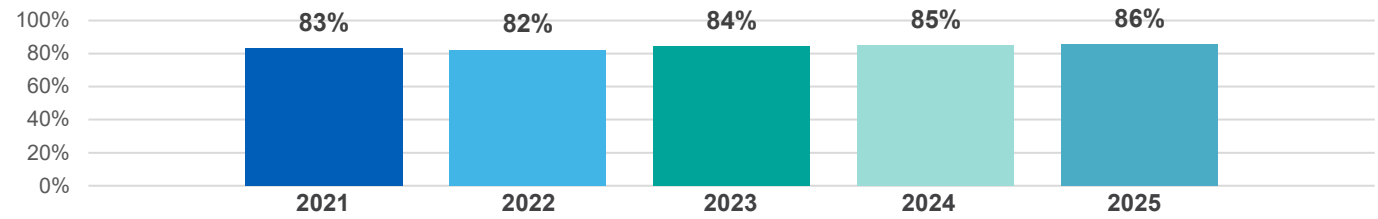
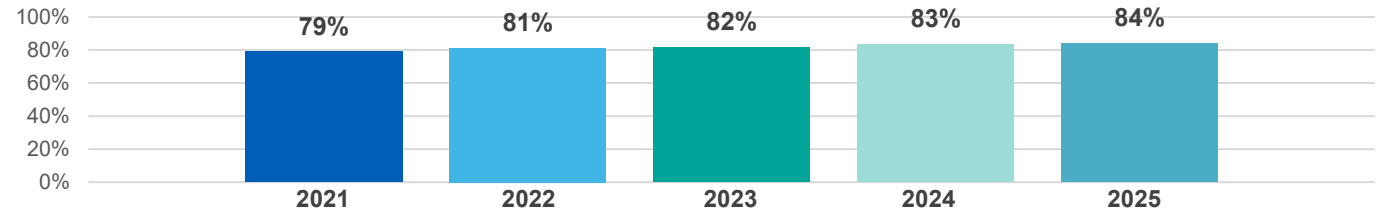
Q15. Patient was definitely told about their diagnosis in an appropriate place

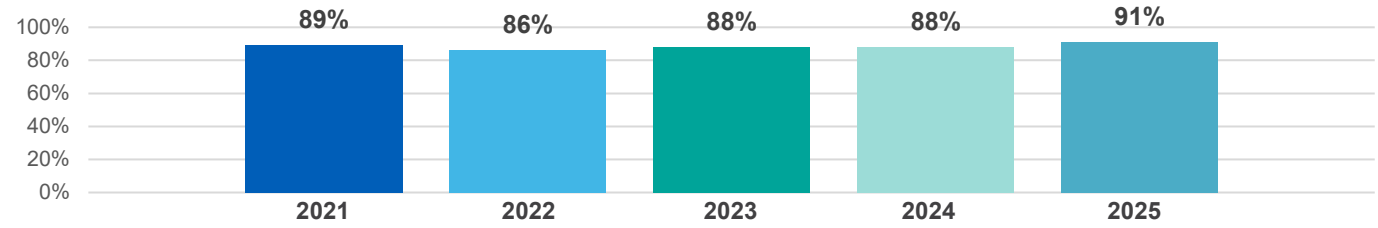


Q16. Patient was told they could go back later for more information about their diagnosis

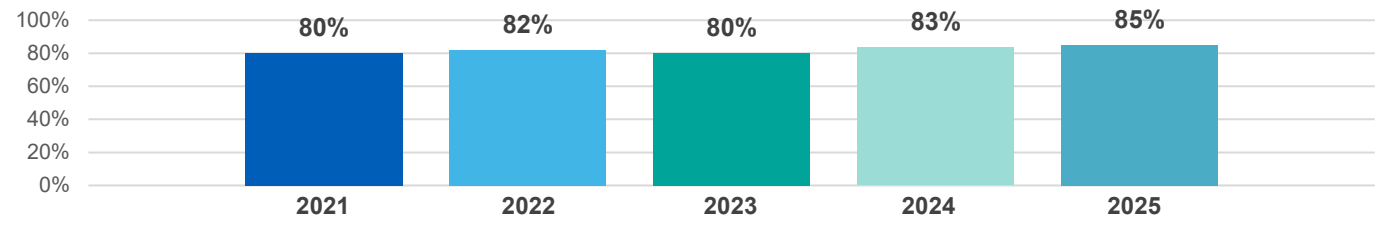


SUPPORT FROM A MAIN CONTACT PERSON

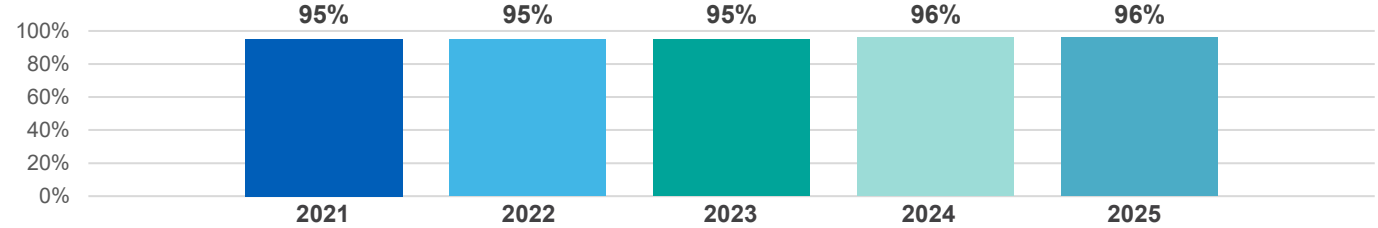
Q17. Patient had a main point of contact within the care team



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



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



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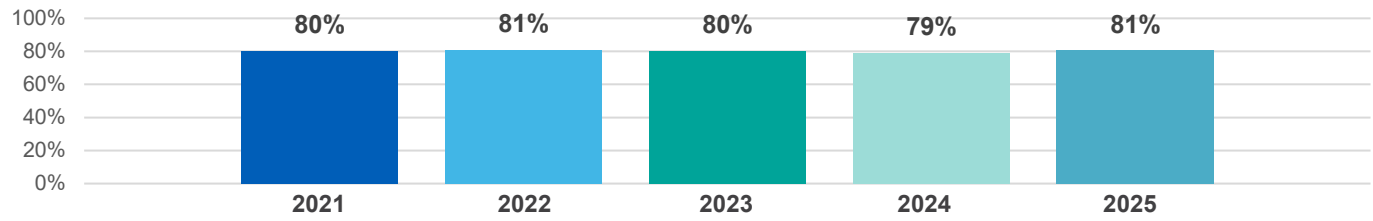
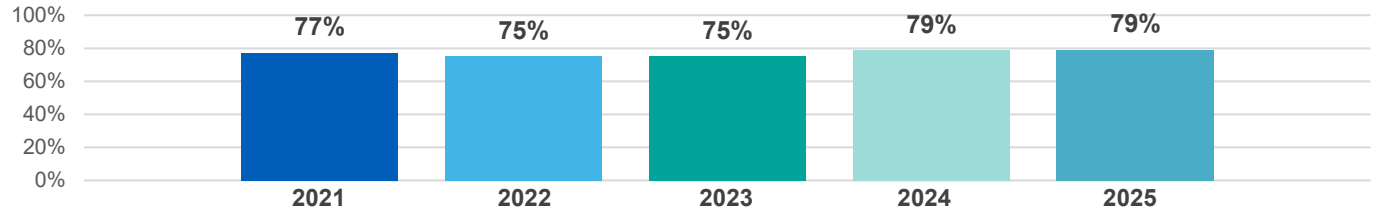
DECIDING ON THE BEST TREATMENT

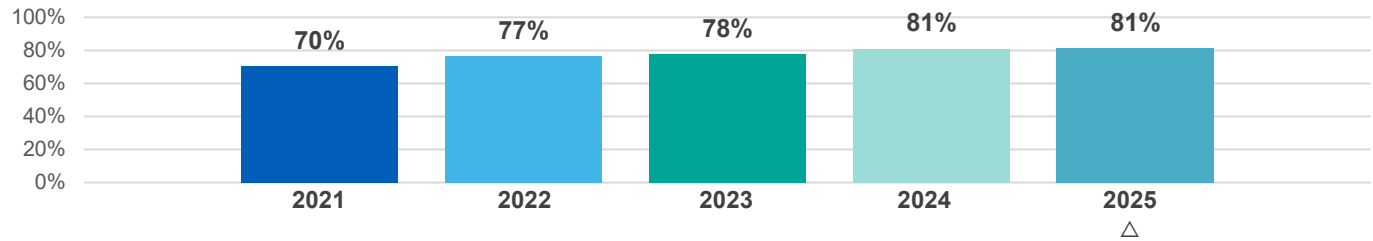
Q20. Treatment options were explained in a way the patient could completely understand



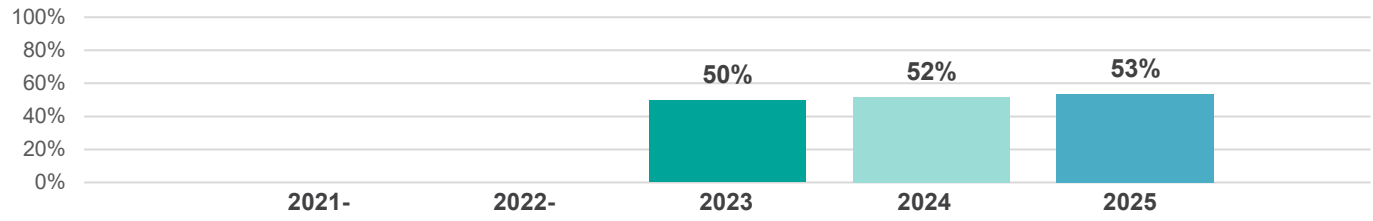
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

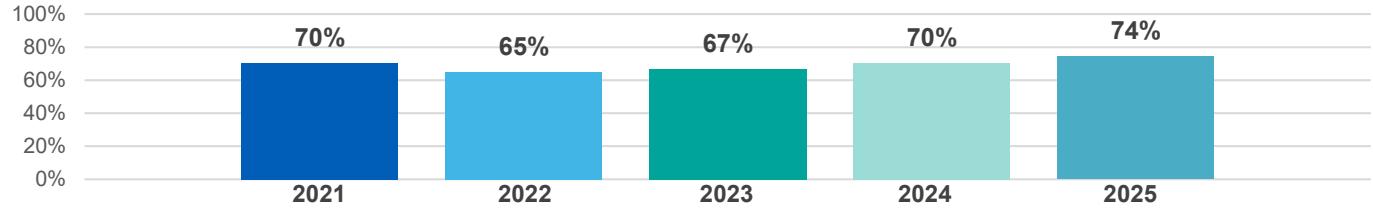


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



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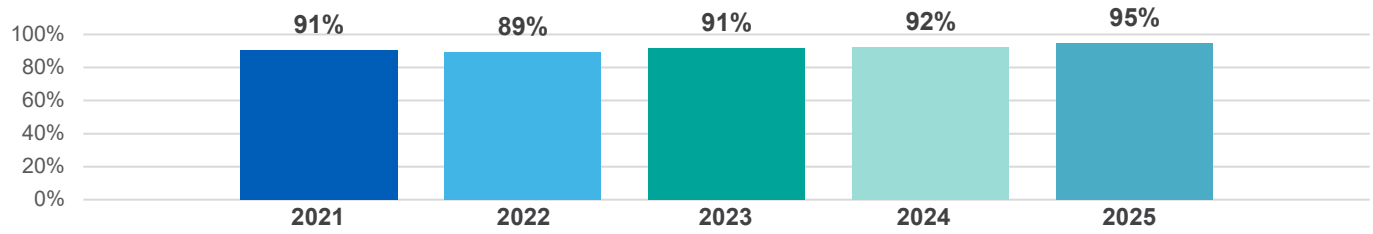
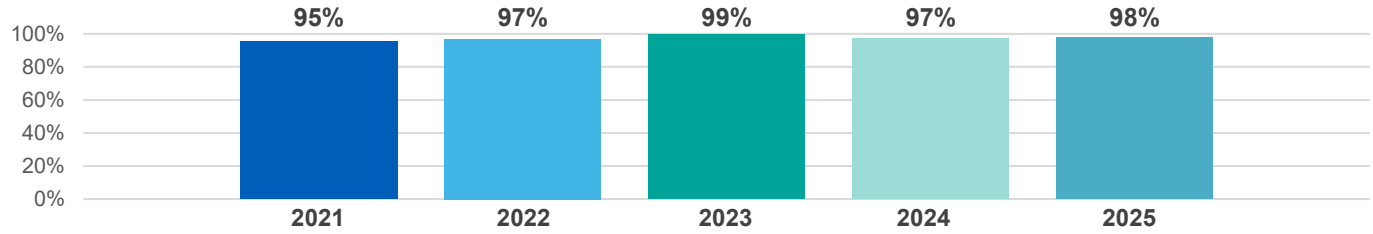
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns

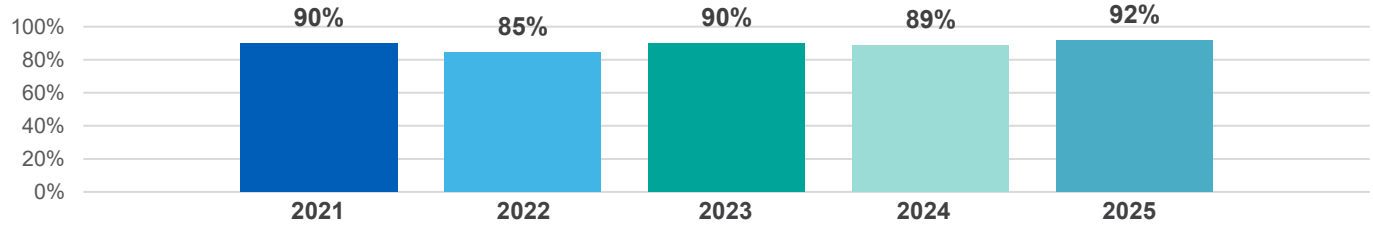


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

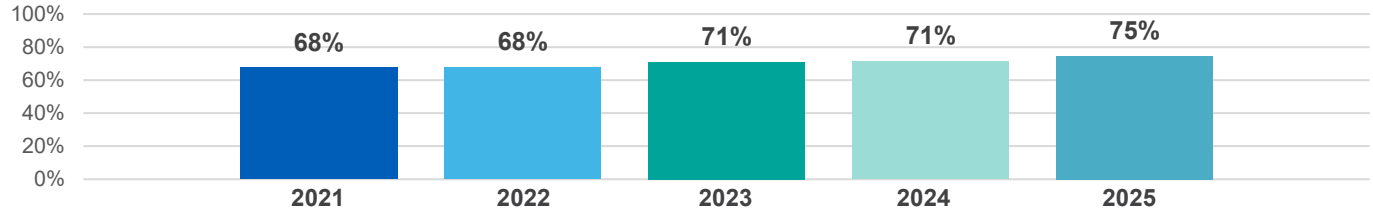


SUPPORT FROM HOSPITAL STAFF

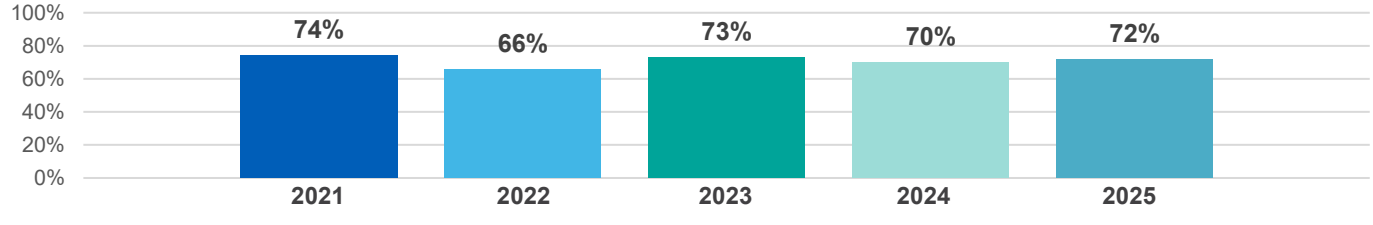
Q27. Staff provided the patient with relevant information on available support



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



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



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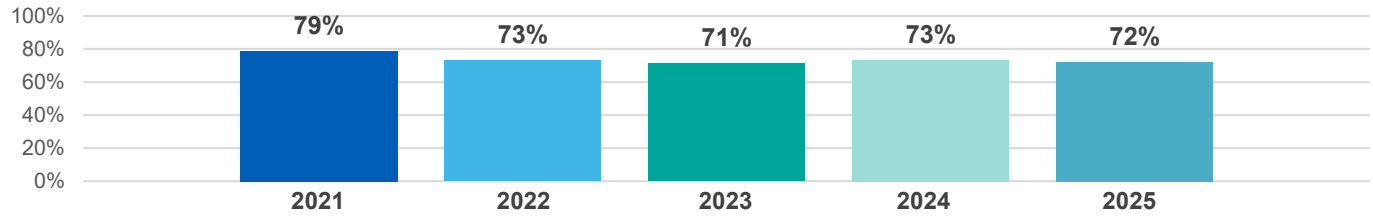
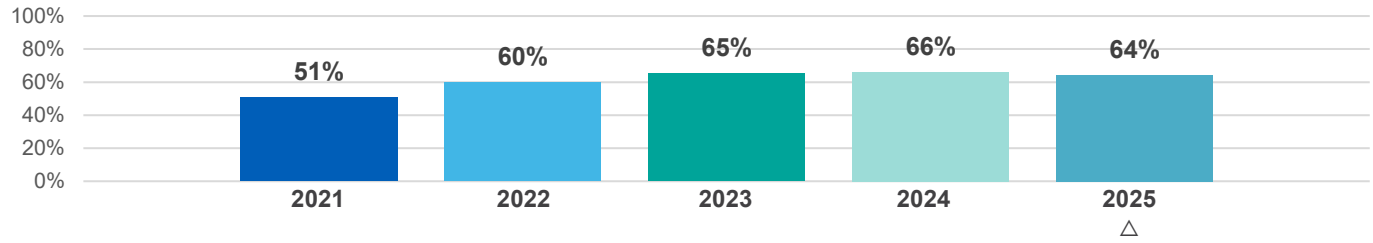
HOSPITAL CARE

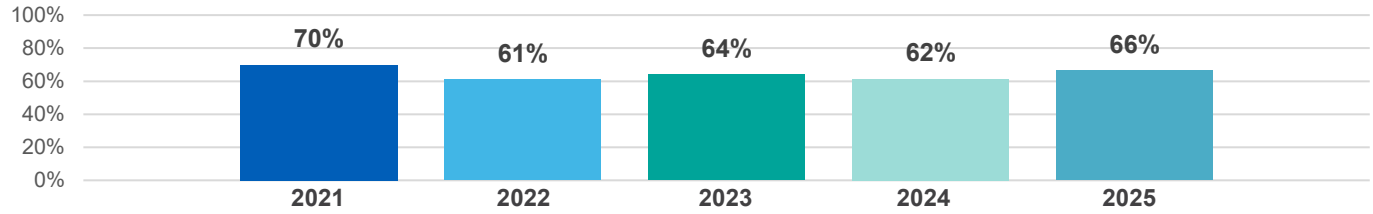
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



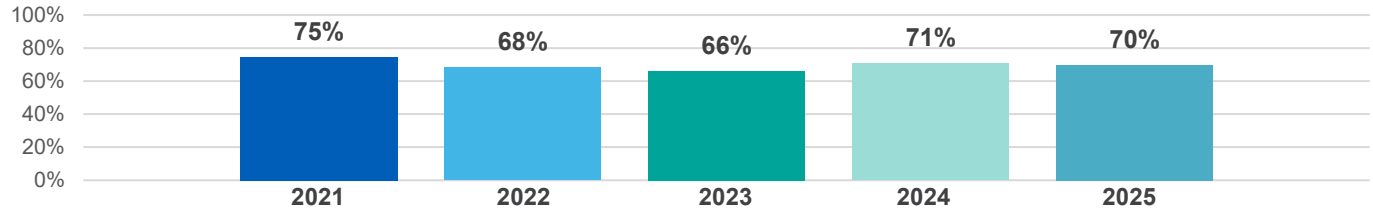
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



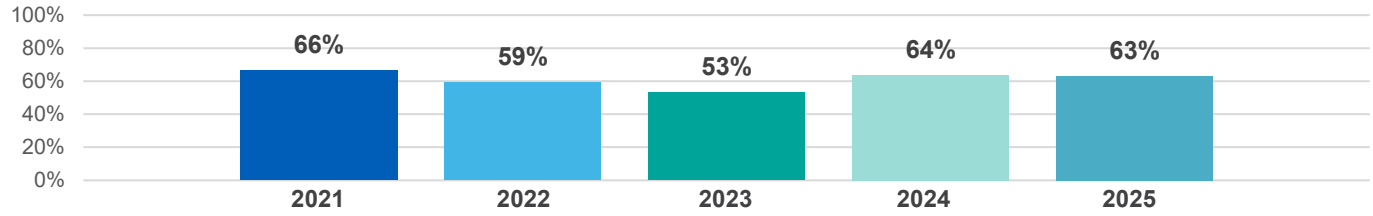
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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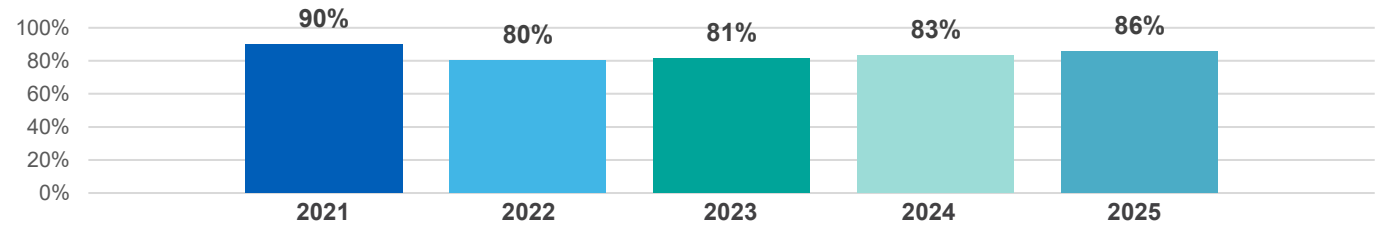
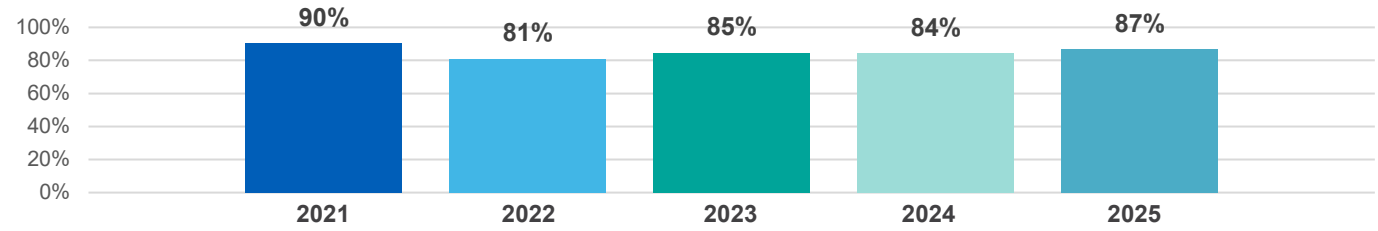
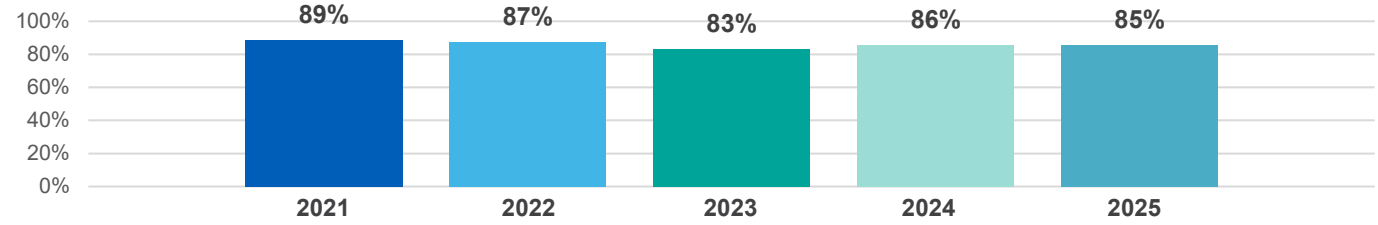
Q36. Hospital staff always did everything they could to help the patient control pain



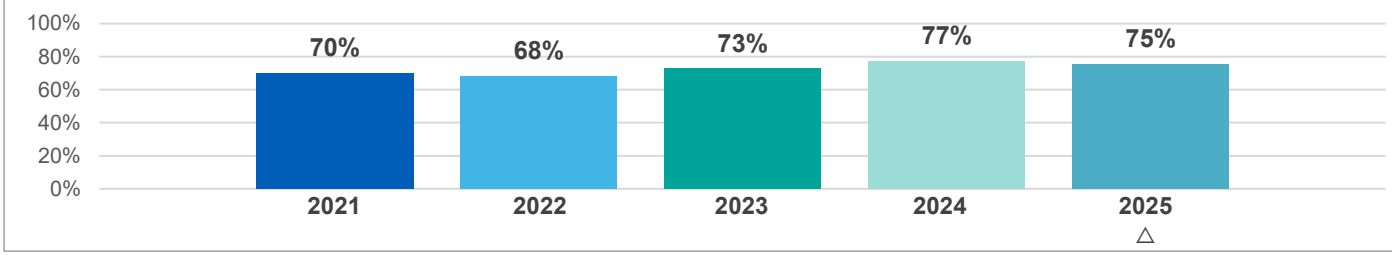
Q37. Patient was always treated with respect and dignity while in hospital



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

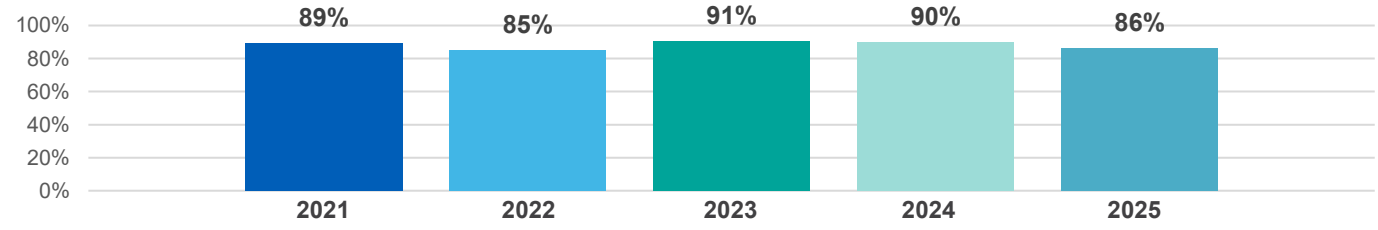


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on year charts

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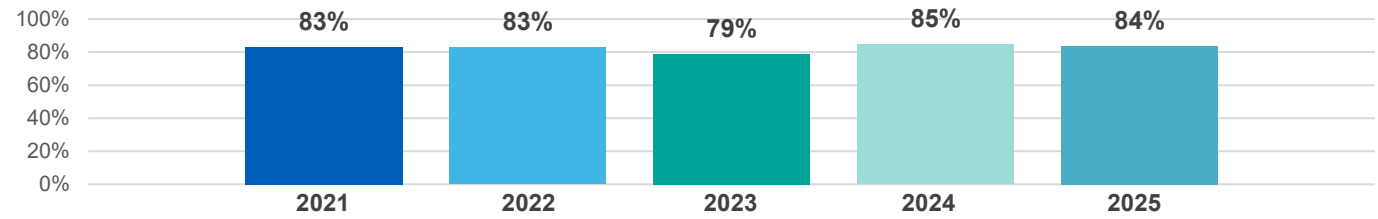
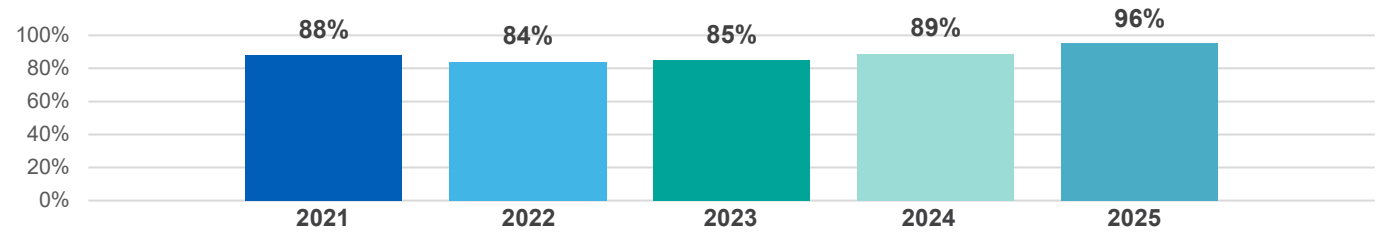
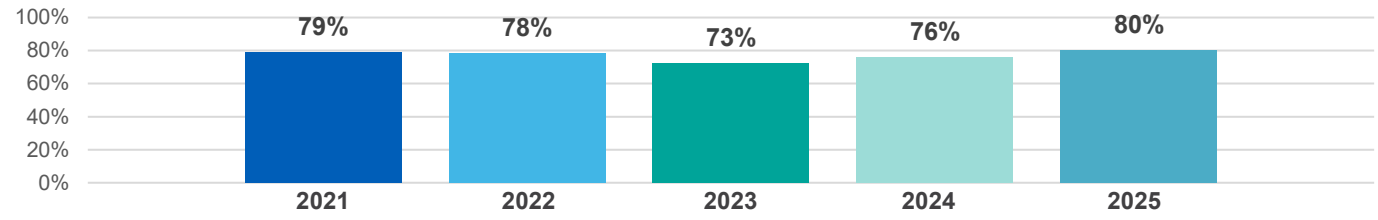
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



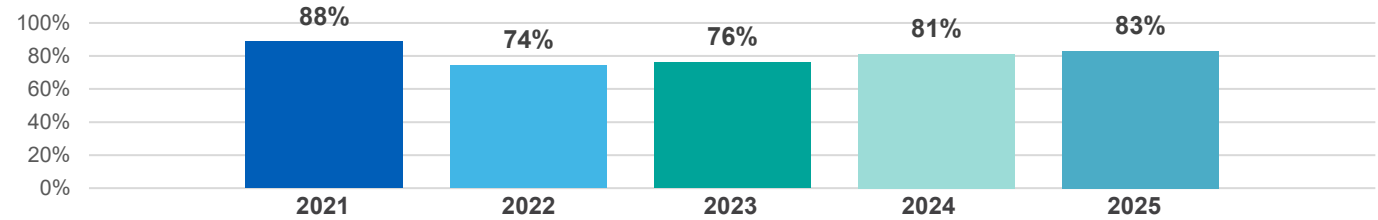
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



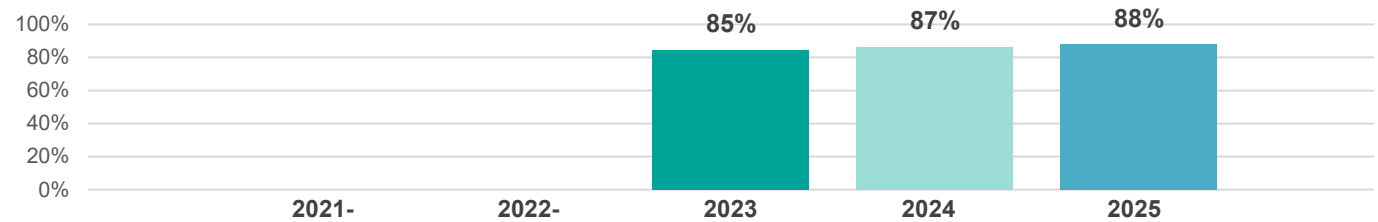
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



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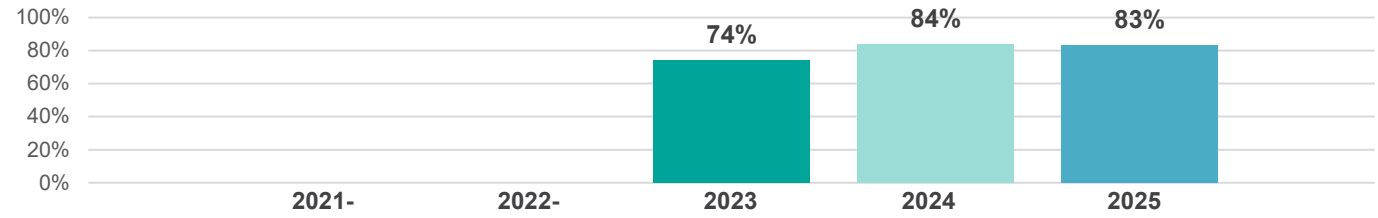
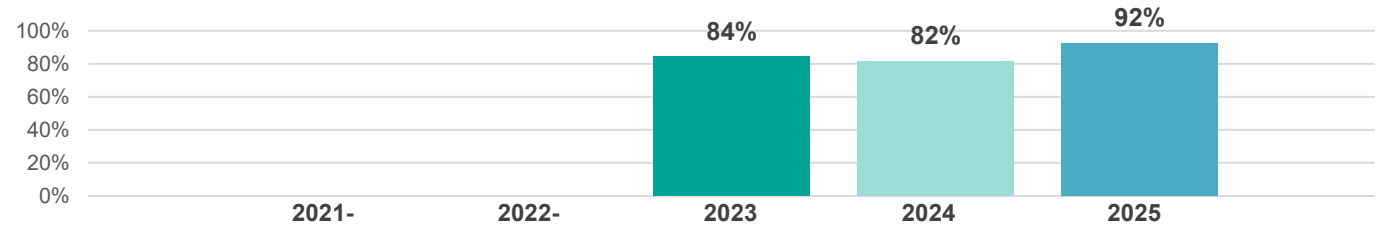
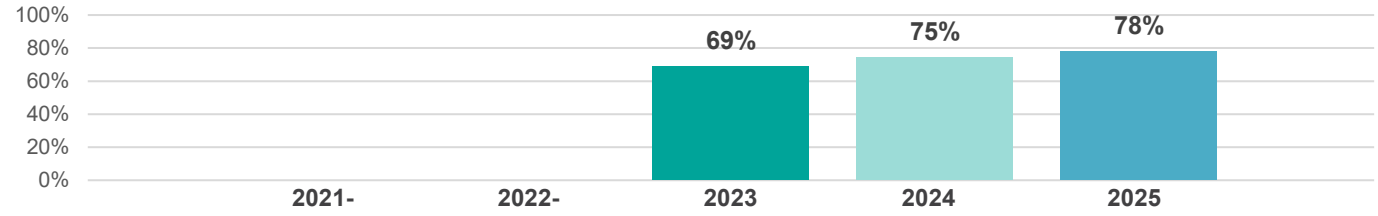
Q42_2. Patient completely had enough understandable information about their response to chemotherapy



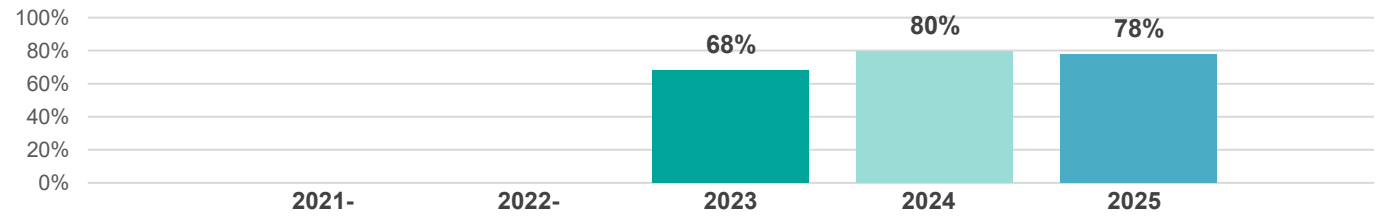
Q42_3. Patient completely had enough understandable information about their response to radiotherapy



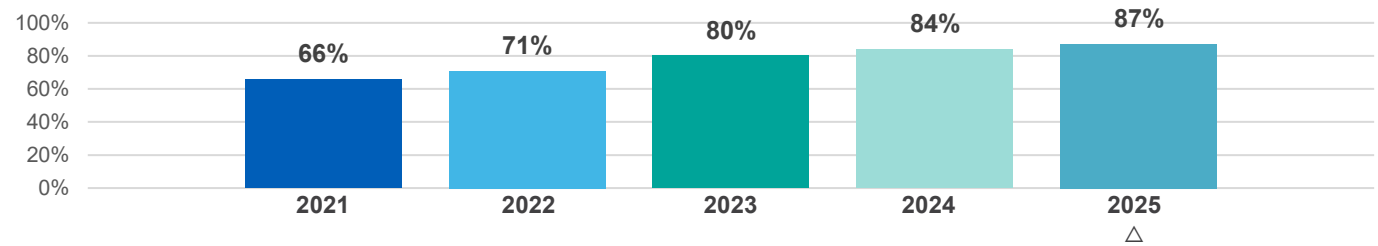
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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



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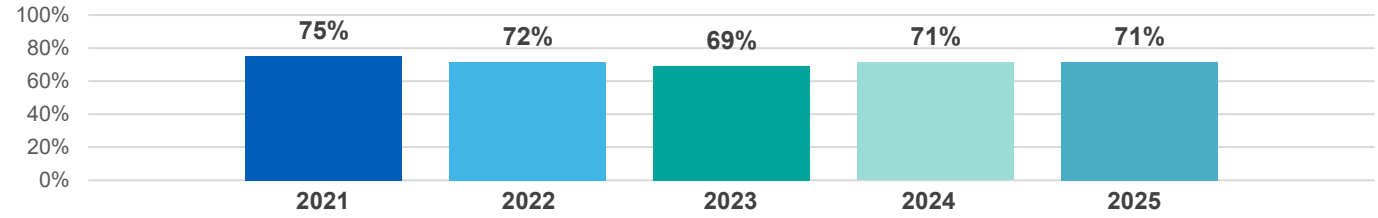
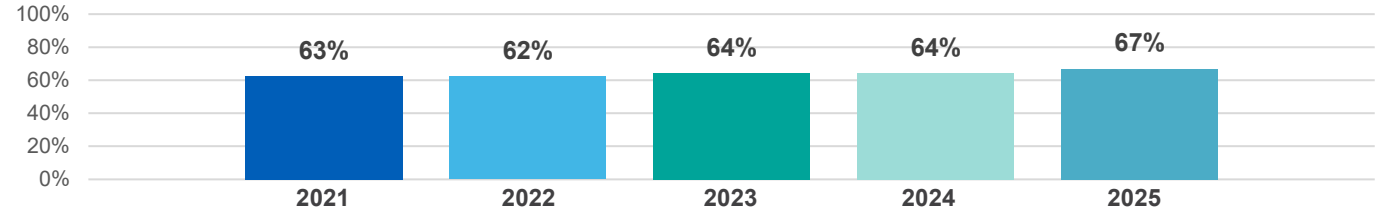
IMMEDIATE AND LONG-TERM SIDE EFFECTS

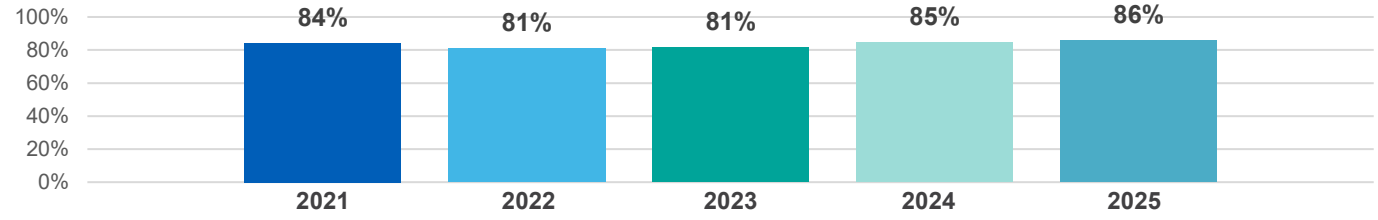
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



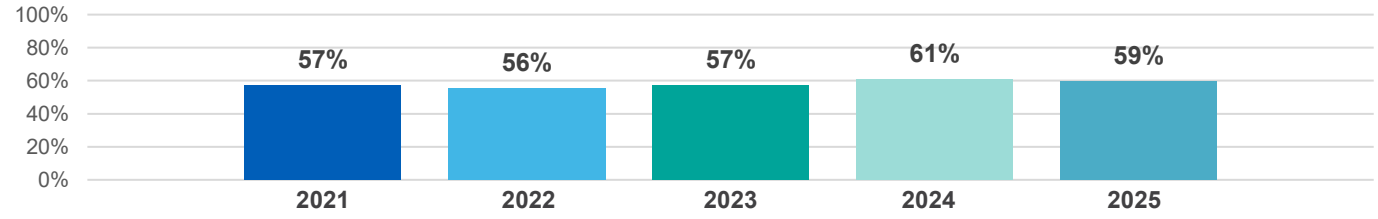
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



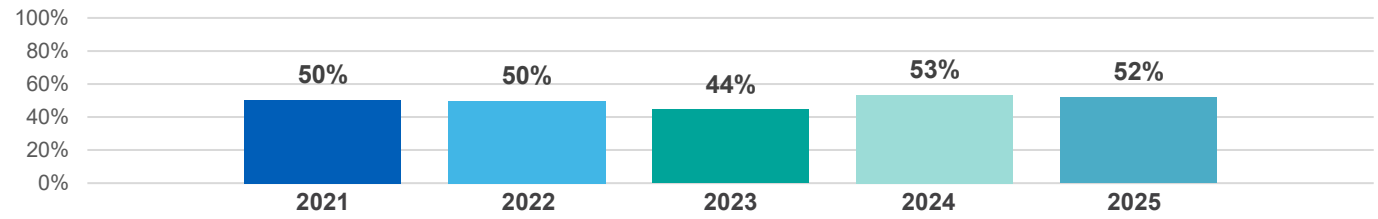
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



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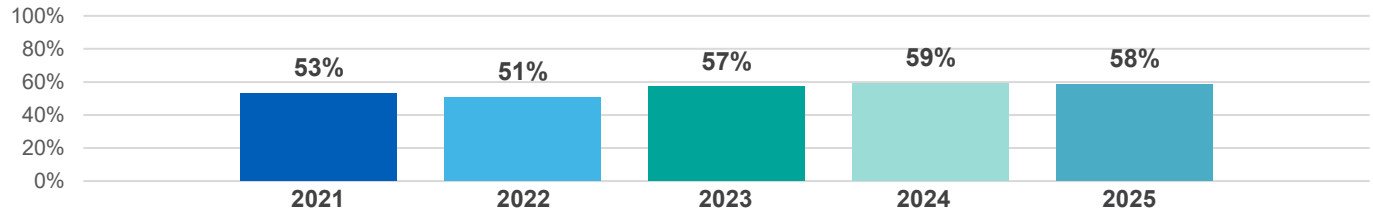
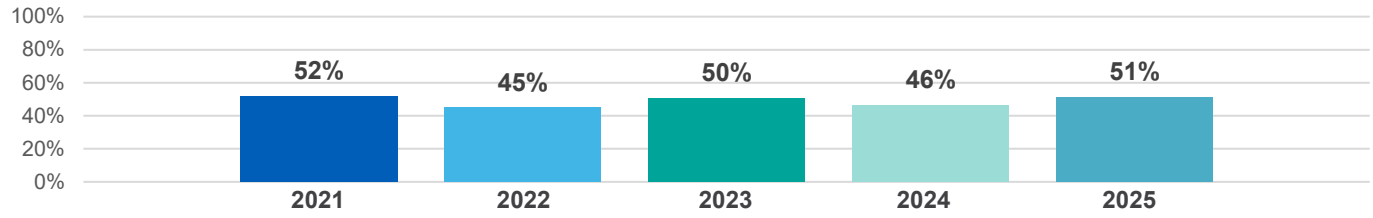
SUPPORT WHILE AT HOME

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



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



CARE FROM YOUR GP PRACTICE

Q51. Patient definitely received the 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)

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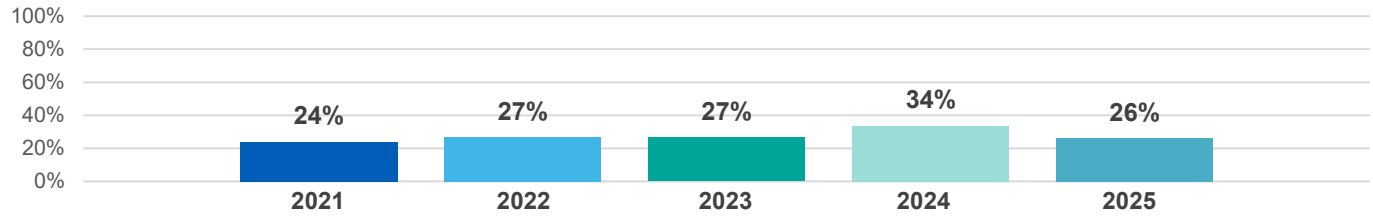
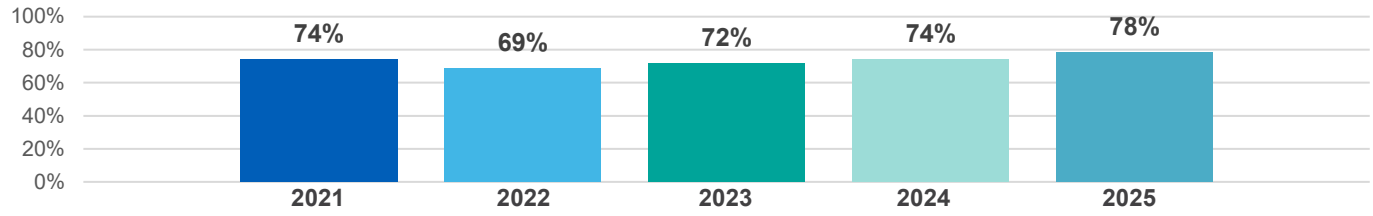
LIVING WITH AND BEYOND CANCER

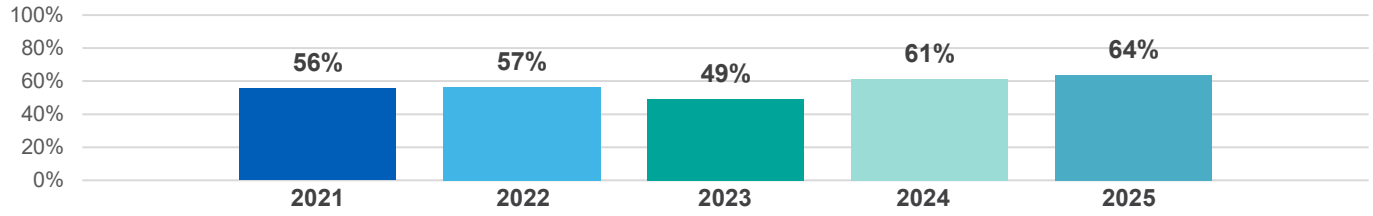
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services



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

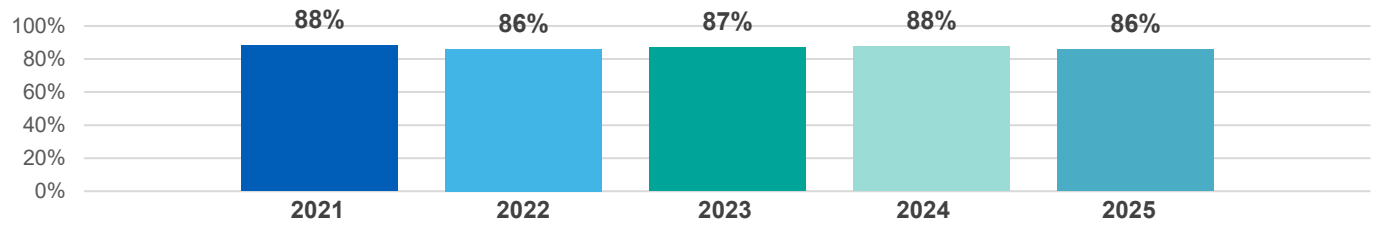


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

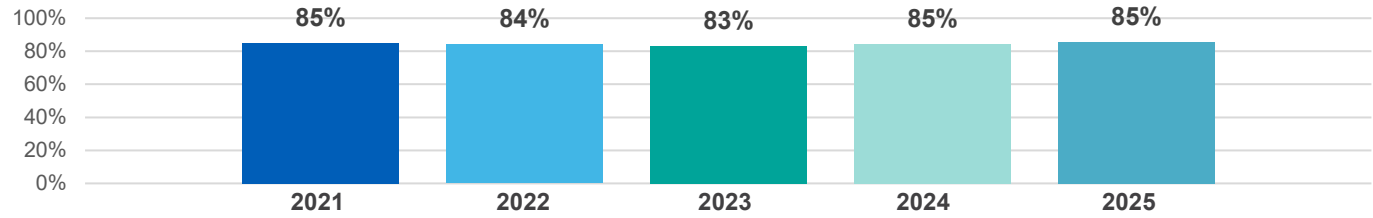


YOUR OVERALL NHS CARE

Q56. The whole care team worked well together



Q57. Administration of care was very good or good



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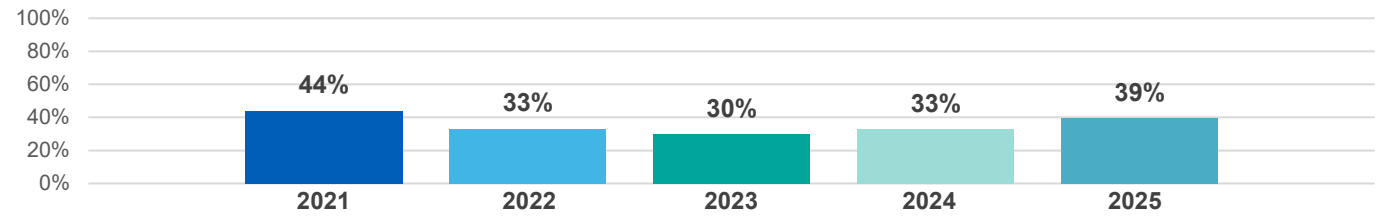
Q58. Cancer research opportunities were discussed with patient



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