easy read

NHS England

National Cancer Patient Experience Survey 2021

This report tells you what people said about cancer services

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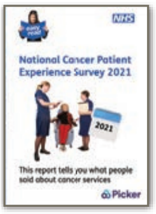
Contents Page

Contents



National Cancer Patient Experience Survey 2021

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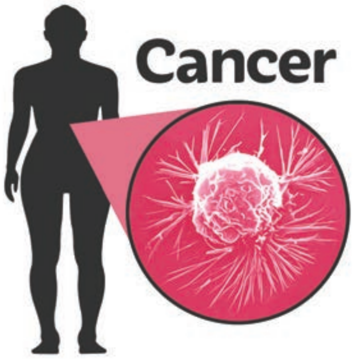
About the National Cancer Patient Experience Survey



Cancer is a disease people can get. It is very serious.

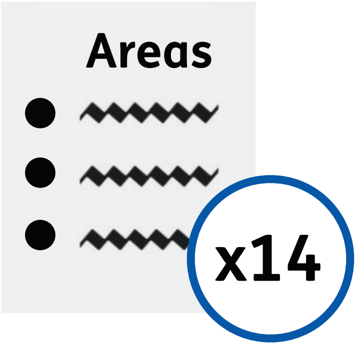
It is important people get the treatment they need quickly and in the right place.

Every year the NHS asks lots of people what they think about cancer services.

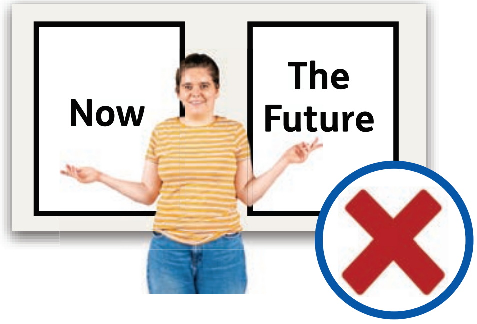
The people who answered the questions have used cancer services.

Just over half of all the people we asked, answered our questions.

This report tells you some of the main things people said.



This report looks at 14 different areas we asked questions about. Then we tell you what we found out.

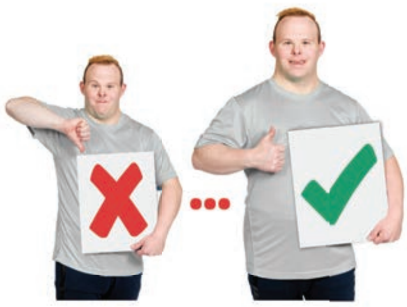


The report does not say what services need to do next.

It is really important to know the information in this report. It helps services to check:

- that their services work well for everyone

and



- what they could do better

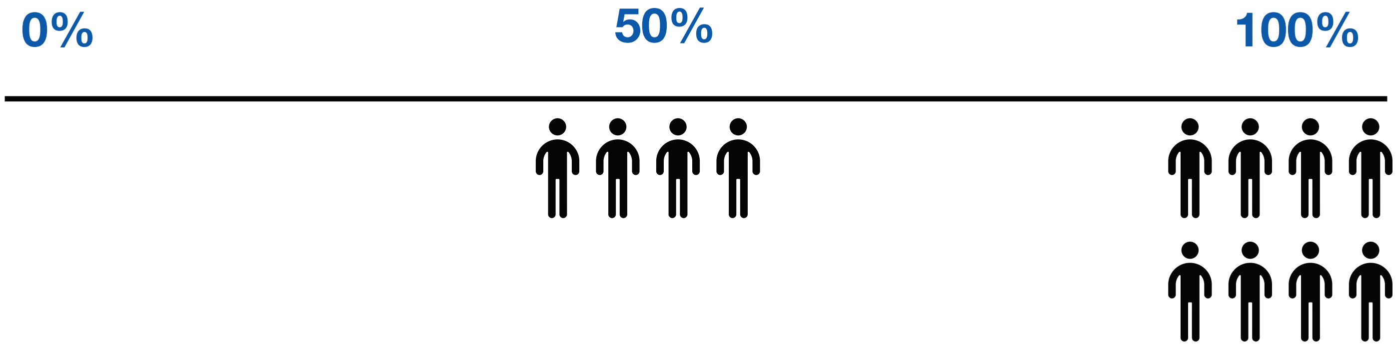
Percentages

In this report we use **percentages**. **Percentages** are a way to show how many people said something. This symbol **%** tells you it is a percentage.

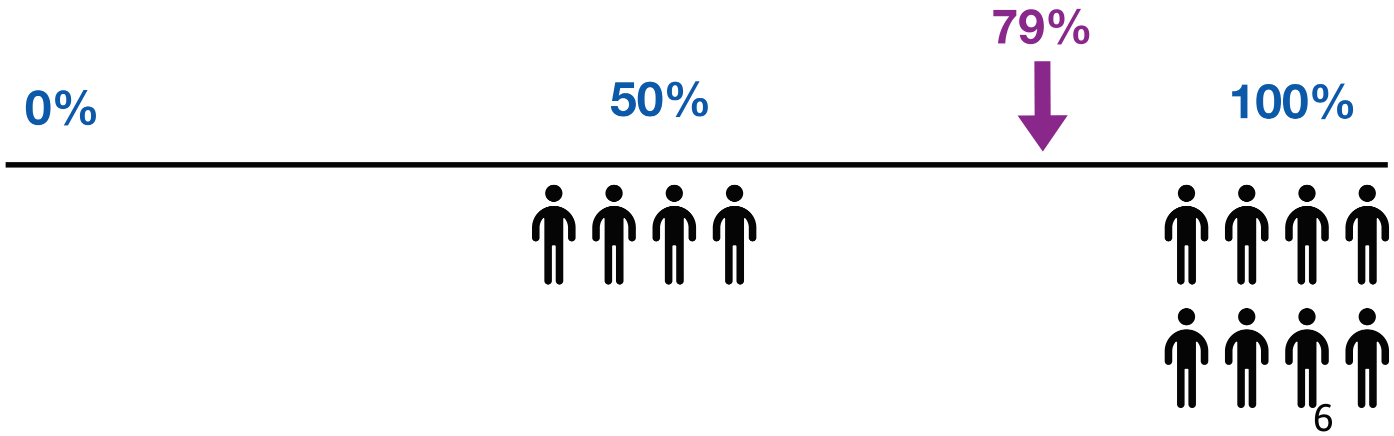
0% means nobody said it.

50% means half of the people we asked said it.

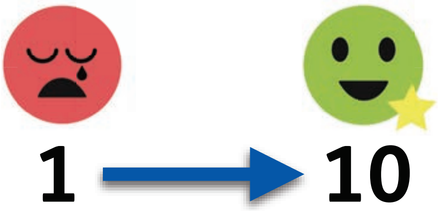
100% means everyone said it.



In this report we might say a different number like **79%**. This would be about here on the line.



1. What people thought about their care



We asked people how good their care was out of 10.

1 meant it was really bad and 10 was very good.

We put everyone's scores together. Overall people gave their care a score of almost 9 out of 10.

A **care team** is all the people who look after you and help you plan your care.

91% of people said **yes** their whole care team worked well together. And that the team gave them the best possible care.

How different groups of people scored their care

People from white backgrounds gave their care the highest scores.

People from Asian and black backgrounds gave lower scores for their care.

2. Support from your GP practice

Your **GP practice** is your local doctors surgery.

When a doctor thinks someone may have cancer, they should explain what will happen next.

64% of people said that they fully understood the information about what would happen next.

How different groups of people answered the question

Half of people with a learning disability said they fully understood information about what would happen next.

People of all different ages answered the questions.

Young people aged 16 to 24 were the most likely to say they didn't fully understand information about what would happen next.

3. Having tests to check for cancer

86% of people said they had tests to look for cancer in the last 12 months.

A very high number of these people said they got all the information they needed before the tests.

82% of people said that the amount of time they had to wait for their tests was ok.

79% of people said their test results were explained in a way they could fully understand.

94% of people said that they felt they were given enough privacy when having tests done.

How different people answered questions on privacy

We spoke to people who said their gender was male, female or didn't want to say.

People who did not want to say what their gender is, were less likely to say they had enough privacy.

We spoke to people of different ages. Older people were more likely to say they had enough privacy.

4. Finding out that you had cancer

We asked people about when they were told they had cancer.

71% of people said they were told they could bring someone with them for support.

We asked people how they felt about the way they were told they had cancer.

74% of people told us the staff were caring and kind when they talked to them.

Lots of people said they were told in a place where they felt comfortable.

77% of people said they could fully understand everything they were told about their cancer.

Lots of people said they were told they could come back later for more information after they had time to think about it.

How people with long term health conditions answered

People who had dementia scored the highest for being told they could bring someone to support them.

People with mental health conditions gave the lowest score for this.

Main contact person

5. Support from a main contact person

When you have treatment you should get 1 main staff member to support you. This is called your **main contact person**.

92% of people said they had a main contact person to help them through their treatment. Of these people, nearly everyone said having a main contact person was very or quite helpful.

How different groups of people answered the questions

Young people aged 16 to 24 said it was very easy or quite easy to contact their main contact person.

People aged 25 to 34 gave the lowest score for this.

6. Deciding on the best treatment

82% of people said all the different treatments for their cancer were explained. And it was explained in a way they could fully understand.

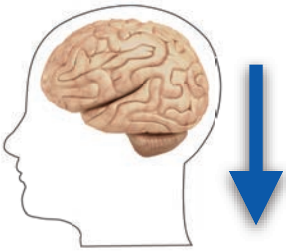
75% of people said they and their families were involved in any decisions about their treatment.

A **second opinion** is when you ask for another doctor to check what is the best to do.

52% of people said they could get a **second opinion** or more advice before starting treatment.

How different groups of people answered the questions

People who used services for skin cancer, were more likely to say they were involved enough in decisions.



People who used services for brain tumours were least likely to say they were involved enough.

7. Care planning

We asked people about how they were supported by their care team with any:

- worries

- needs. This could be support with things
- things they wanted to happen

72% of people said before treatment, they spoke to their team about their needs.

Out of this 72% of people, a very high number said the team helped them to write a **care plan**.

A **care plan** says what needs you have and how you will be supported.

They also said staff checked the care plan often to make sure it was still right.

How different groups of people answered the questions

People aged 35 to 44 gave the lowest score for talking about their needs before starting treatment.

More men than women said they had a talk with staff before their treatment started.

8. Support from hospital staff

90% of people told us that staff gave them useful information about extra support for people with cancer.

76% of people said they got the right amount of support with their health and feeling ok in their mind.

69% of people said they got information about help with money and benefits.

How different groups of people answered the questions

People who don’t have a long term condition were most likely to say they got the right support.

People with a mental health condition were least likely to say they got the right support.

9. Staying in hospital

81% of people said they had trust in all of the team that looked after them.

Most people said they were involved in decisions about their care, and could get help when they needed it.

Sometimes family members might want to talk to staff about their loved one's care.

61% of people said their family could talk to hospital staff if they wanted to.

76% of people felt they were always treated fairly and nicely. This was whilst they were in hospital and after they left.

Most people said staff did everything they could to help them manage their pain.

A lot of people said they were given all the information they needed when they left the hospital.

How different groups of people answered the questions

Men were the most likely to say they were treated with dignity and respect.

People who didn't want to say what their gender is, were least likely to say they were treated fairly and with dignity and respect.

10. Your treatment

There are lots of different treatments you can have for cancer.

We asked people about:

- different cancer treatments they had

and

- how long they had to wait for treatment

79% of people said the amount of time they had to wait was about right.

Lots of people agreed they were given enough information after their treatment. The information was in a way they could understand.

11. Side effects

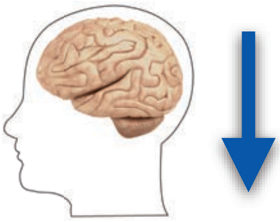
When you have treatment for cancer, it can sometimes make you poorly in other ways. These are called **side effects**.

74% of people said the side effects were fully explained to them.

70% of people said they were always offered help and support to understand side effects.

How different groups of people answered the questions

People with skin cancer felt they had side effects explained the best.



People with brain tumours said they were less likely to have side effects explained properly.

12. Support while at home

After people have their cancer treatment, they often need extra support at home.

55% of people said their family were given all the information they needed to help support them.

52% of people said they could get the care and support they needed at home. This was from community or voluntary groups.

How different groups of people answered the questions

People with mental health conditions said they were less likely to have someone to look after them at home.

13. Care from your local doctors practice

People can get support from their local doctors surgery whilst having cancer treatment.

44% of people felt they got the right amount of support from their local doctors surgery.

How different groups of people answered the questions

People from poorer backgrounds said they got the least support from staff at their local doctors.

14. Living with and beyond cancer

We asked people about how they felt after their cancer treatment had finished.

32% of people said they got help and support from a community service or charity.

79% of people said they were given enough information on support after they finished their treatment.

63% of people said they were given enough information about the chances of the cancer coming back.

How different groups of people answered the questions

People with skin cancer were most likely to say they got enough information about how to spot if the cancer was coming back.

People with breast cancer were less likely to say they were given enough information.

Thank you for reading our report.

About this report

This is an easy read version of a bigger report. You can look at the big report on this **website**:

www.ncpes.co.uk

This is the first time we have written a report like this in easy read.

We know it is a long report. We want to know if:

- it is helpful having it in easy read

and

- the easy read is clear and easy to understand

Let us know what you think.

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Thank you to everyone who helped to write this easy read report.