



National Cancer Patient Experience Survey 2023

Quantitative report



What people think about
using cancer services

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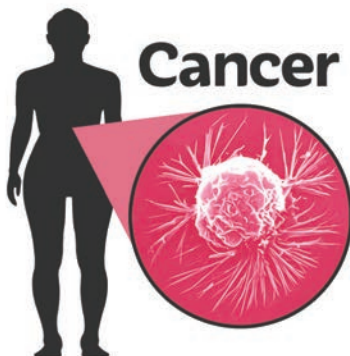
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About the National Cancer Patient Experience Survey 2023



Cancer is a disease people can get. It can be very serious and can make you ill.



Every year, the NHS finds out what cancer patients think about cancer services.

To do this, we send out a survey.



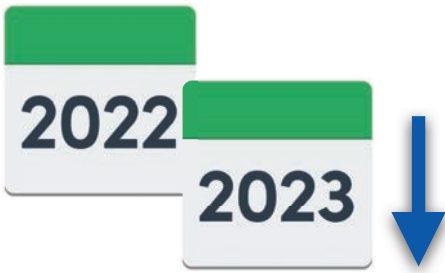
This report looks at the main things people said about the cancer care they got in 2023.



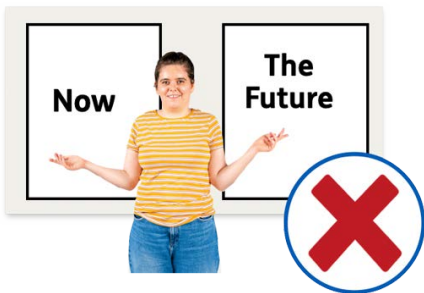
We also tell you if the answers are different from what people said in the 2022 survey.



In the 2023 survey, just over half of the people we asked answered our questions.



This was a bit less than in 2022.



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



Services can use people's answers to give better care and support to patients.

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.

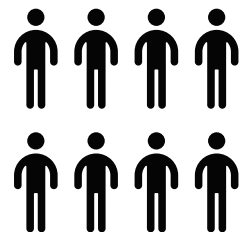
50% means half of the people we asked said it.

100% means everyone said it.

0%

50%

100%



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

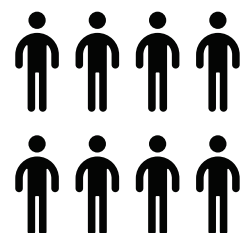
0%

50%

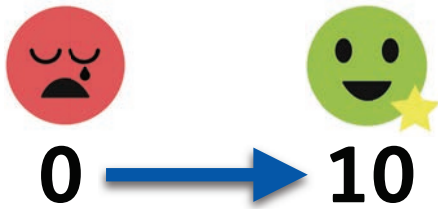
79%



100%



1. What people thought about their care



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

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



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



The score people gave in 2023 was a little bit more than the score people gave in 2022.



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



90% of people said **yes** their whole care team worked well together to give them the best possible care.



This was a little bit more than what people said in 2022.



Administration means things like making appointments, sending letters or having the right test results.



87% of people said the administration of their care was good or very good.



This was a little bit more than what people said in 2022.



Research is when you test an idea. For example, testing a new medicine to see if it works.

45% of people said they were offered the chance to take part in cancer research.



This was a bit more than what people said in 2022.

2. Support from your GP practice



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

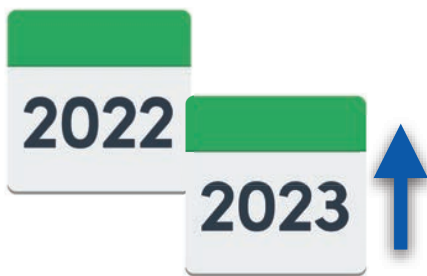
We asked people about the support they got from their doctor before they knew they had cancer.



We asked how many times people spoke to their doctor when they first started feeling poorly.



78% of people said that they only spoke to their doctor 1 or 2 times.



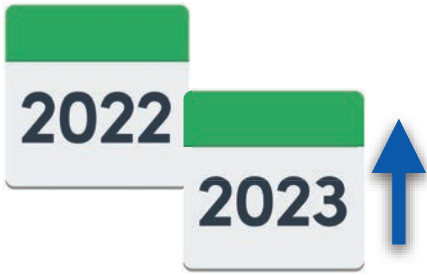
This was a little bit more than what people said in 2022.



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



67% of people said that they understood the information about what would happen next.



This was a bit more than what people said in 2022.

3. Having tests to check for cancer



Usually, people have tests to find out if they have cancer.



92% of people said they got all the information they needed from the hospital before the tests.



This was a little bit more than what people said in 2022.



83% of people said that healthcare staff had all the right information about them when they went for their tests.



This was a little bit less than what people said in 2022.



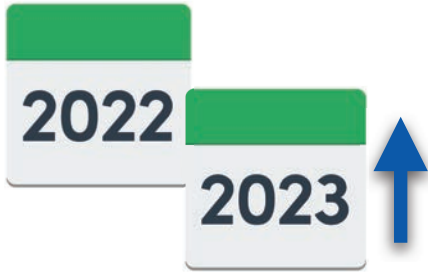
78% of people said the amount of time they had to wait for their test results was ok.



This was a little bit less than what people said in 2022.



78% of people said their test results were explained in a way they could fully understand.



This was a little bit more than what people said in 2022.



95% of people said that they felt they were always given enough privacy when getting test results.

For example, they could be told the news in a private space with no other people close by.



This was a little bit less than what people said in 2022.

4. Finding out that you had cancer



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



81% of people said they were told they could bring someone with them for support.



This was a lot more than what people said in 2022.



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



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



This was a little bit more than what people said in 2022.



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



This was a little bit more than what people said in 2022.



86% of people said they were told in a place where they felt comfortable.

For example, in a private room with no other people close by.



This was a little bit more than what people said in 2022.



84% of people said they could come back for more information after they had time to think about it.



This was a little bit more than what people said in 2022.

5. Support from a main contact person



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



91% of people said they had a main contact person to help them through their treatment.



This was a little bit less than what people said in 2022.

Out of the people who had a main contact person:



- **84%** of people said it was easy or quite easy to get in touch with their main contact person.



This was a little bit more than what people said in 2022.

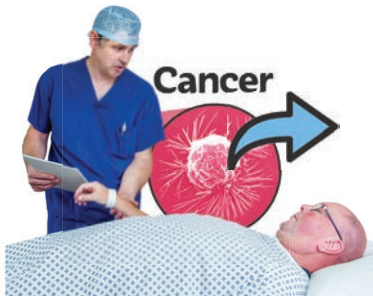


- **96%** of people said advice from their main contact person was very helpful or quite helpful.



This was a little bit more than what people said in 2022.

6. Deciding on the best treatment



There are different treatments people can have for cancer. For example:

- an operation to take the cancer out

or

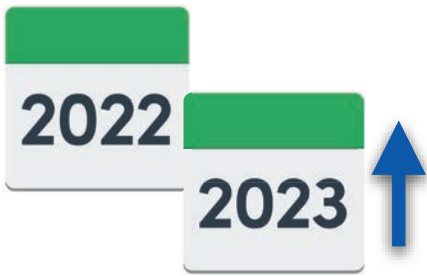
- treatment to slow down how fast the cancer grows and spreads



Staff talk with patients about which is the best treatment for their cancer.



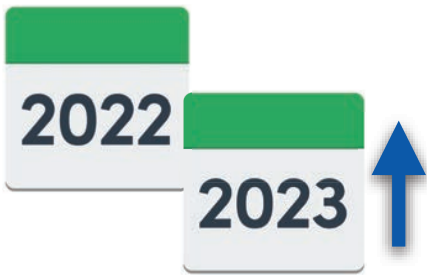
82% of people said that before their cancer treatment started, the different treatments were explained in a way they could fully understand.



This was a little bit more than what people said in 2022.



80% of people said they were involved as much as they wanted to be in any decisions about their treatment.



This was a little bit more than what people said in 2022.



83% of people said their families were involved as much as they wanted to be in any decisions about their treatment.



This was quite a lot more than what people said in 2022.



57% of people said they could ask another staff member for more advice or information.

This helped people to make decisions about their treatment.

7. Care planning



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



- worries



- needs. This could be things like help and support



- things they wanted to happen



72% of people said that before their treatment started, they spoke to their care team about their needs and worries.

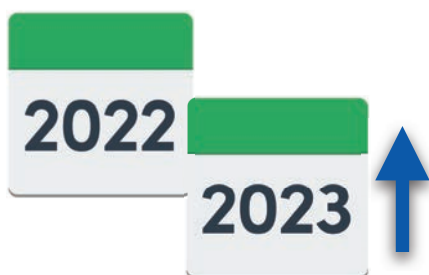


This was a bit more than what people said in 2022.



94% of the people who spoke to their care team said that their care team helped them to write a **care plan**.

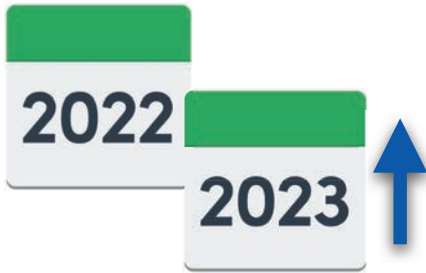
A **care plan** says what needs you have and how you will be supported.



This was a little bit more than what people said in 2022.



99% of these people said that staff checked the care plan often to make sure it was still right.



This was a little bit more than what people said in 2022.

8. Support from hospital staff



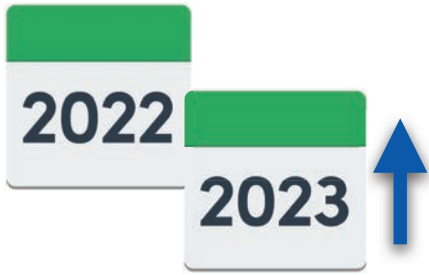
91% of people told us that staff gave them useful information about extra support for people with cancer.



This was a bit more than what people said in 2022.



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



This was a little bit more than what people said in 2022.



70% of people said they got information about help with money and benefits.



This was quite a bit more than what people said in 2022.

9. Staying in hospital

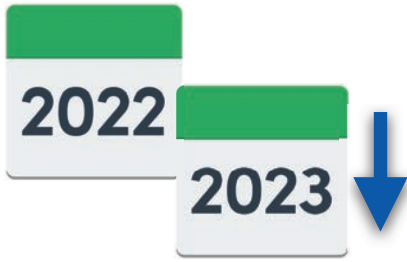


Some people stayed in hospital overnight for their cancer care and treatment.



Of these people:

77% said they had trust in all of the care team that looked after them.



This was a bit less than what people said in 2022.



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



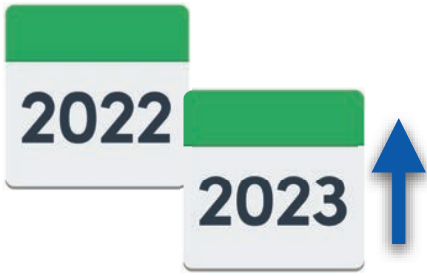
70% of people said their family could talk to hospital staff if they wanted to.



This was a lot more than what people said in 2022.



70% of people said they were involved in decisions about their care when they were staying in hospital.



This was a little bit more than what people said in 2022.



73% of people said they could get help from hospital staff on the ward if they needed it.



This was a little bit more than what people said in 2022.



65% of people said they could talk to hospital staff about their worries if they needed to.



This was a little bit more than what people said in 2022.



84% of people said staff did everything they could to help them manage their pain.



This was a little bit less than what people said in 2022.



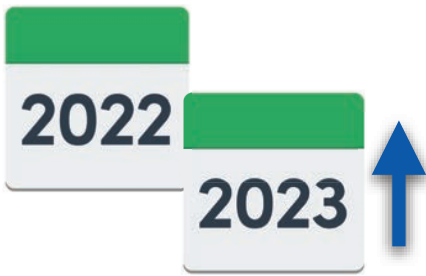
87% of people said they were treated fairly and with respect while they were in hospital.



This was a little bit less than what people said in 2022.



88% of people said they were given all the information they needed when they left hospital. And that the information was easy to understand.



This was a little bit more than what people said in 2022.



Some people did not have to stay in hospital overnight.

They just got their care and treatment in the daytime.



79% of these people said they could talk to hospital staff about their worries if they needed to.



This was a little bit more than what people said in 2022.

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



78% of people said the amount of time they had to wait for their cancer treatment at a clinic or day unit was about right.



This was a little bit more than what people said in 2022.



Lots of people agreed they were given enough information before having their treatment.

The information was given in a way they could understand.



For most treatments, this was a little bit more than what people said in 2022.



Lots of people agreed that they were given enough information about how their treatment was working for them.

The information was given 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 that side effects were fully explained to them.



This was a little bit more than what people said in 2022.



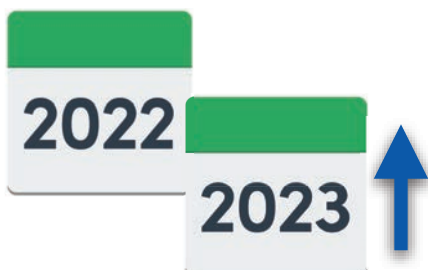
70% of people said they were always offered help and support in dealing with side effects.



This was a little bit more than what people said in 2022.



87% of people said they were given information about where to go to get support with side effects.



This was a little bit more than what people said in 2022.



Long-term means it lasts for a long time. This could be for a few months or years.

Some people might have long-term side effects from cancer treatment. This could affect their day to day lives.



60% of people said the chances of getting long-term side effects were explained in a way they could understand.



This was a bit more than what people said in 2022.



55% of people said they had the chance to talk about how to deal with long-term side effects.



This was a bit more than what people said in 2022.

12. Support while at home



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

62% of people said their family were given all the information they needed to help and support them.



This was quite a lot more than what people said in 2022.



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



This was a little bit more than what people said in 2022.

13. Care from your GP practice



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

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



46% of people felt they got the right amount of support from their local doctors surgery.



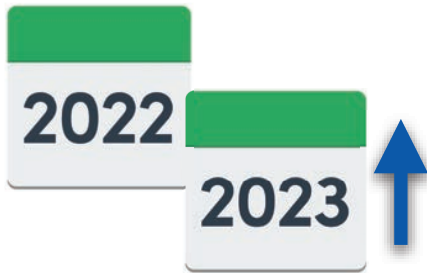
This was a bit more than what people said in 2022.



A **review** is when your doctor looks at your care and treatment. They make sure you are still getting the right care and treatment you need.



23% of people said they had a review at their local doctors surgery.



This was quite a bit more than what people said in 2022.

14. Living with and beyond cancer



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



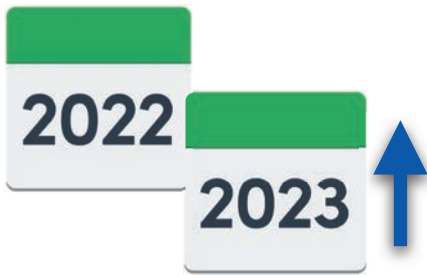
32% of people said they got help and support from a community service or charity.



This was a bit more than what people said in 2022.



79% of people said they were given enough information and support between finishing their treatment and having their next appointment.



This was a bit more than what people said in 2022.

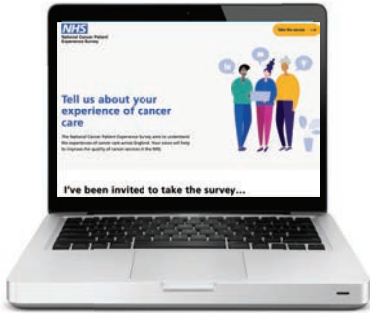


64% of people were given enough information about the chances of the cancer coming back or spreading.



This was a bit more than what people said in 2022.

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/latest-national-results/



Click on the blue website address and it will take you to the report.



We would like to know what you think about this report.



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.