



National Cancer Patient Experience Survey 2023

52% response rate

63,438 people responded

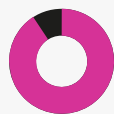
66.6%

of people who had contacted their GP practice said the **referral for diagnosis** was explained in a way they could completely understand



80.9%

said they had been given the option of **having a family member, carer or friend with them** when they were first told they had cancer



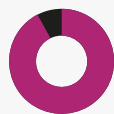
8.89

was the **average rating of care** on a scale of 0 (very poor) to 10 (very good)



87.0%

said the **administration of their care** was very good or good



89.9%

said the whole **care team worked well together**



63.8%

said they were given enough **information about the possibility of the cancer coming back or spreading**, such as what to look out for and what to do if they had cancer

60.1%

said the **possible long-term side effects**, including the impact on their day-to-day activities, were definitely explained in a way they could understand in advance of their treatment



91.2%

said they had a **main contact person** within the team looking after them who would support them through treatment

72.2%

said that before their treatment started, they were definitely able to **discuss their needs or concerns** with a member of the team looking after them

46.5%

said they definitely got the right amount of **support from their GP practice** during treatment



75.8%

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

77.4%

who had an overnight stay said they had **confidence and trust in all of the team** looking after them



Visit [ncpes.co.uk](https://www.ncpes.co.uk) to see detailed results at national and local level

A **national report** is available setting out the headline findings



The survey was sent to adult (ages 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 2023

