



National Cancer Patient Experience Survey 2024

Quantitative report



What people think about
using cancer services

What is in this booklet



Page 1 About the National Cancer Patient Experience Survey 2024



Page 4 What people thought about their care



Page 6 Support from your GP practice



Page 7 Having tests to check for cancer



Page 8 Finding out that you had cancer



Page 9 Treatment

What is in this booklet



Page 16 Support from hospital staff



Page 17 Support while at home

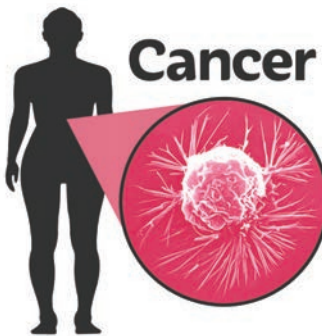


Page 19 How people scored their care



Page 28 About this report

About the National Cancer Patient Experience Survey 2024



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.



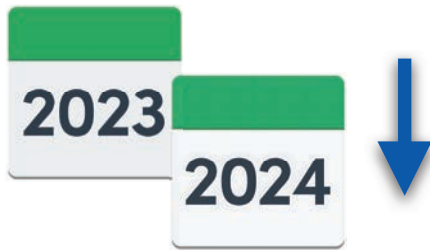
This report looks at the main things people said about the cancer care they got in 2024.



We also tell you if the answers are different from what people said in the 2023 survey.



In the 2024 survey, just over half of the people we asked answered our questions.



This was a bit less than in 2023.



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



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

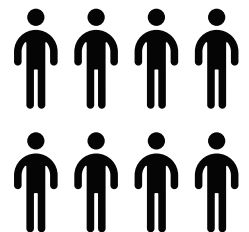
50% means half of the people we asked said it.

100% means everyone said it.

0%

50%

100%



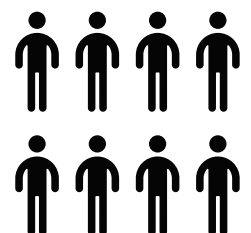
In this report we might say a different number like **79%**. This would be about here on the line.

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.



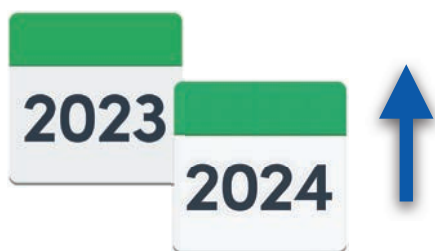
The score people gave in 2024 was higher than the score people gave in 2023.



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



88% of people said the administration of their care was good or very good.



This was more than what people said in 2023.



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 more than what people said in 2023.

2. Support from your GP practice



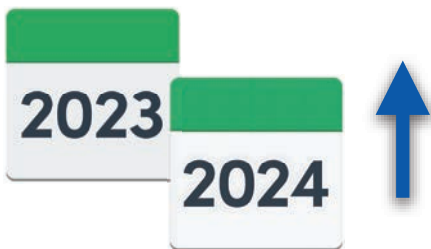
Your **GP practice** is your local doctors surgery.



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 more than what people said in 2023.

3. Having tests to check for cancer



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



We asked people how they felt about the amount of time they had to wait for test results.



78% of people said the amount of time they had to wait was ok.



This was similar to what people said in 2023.

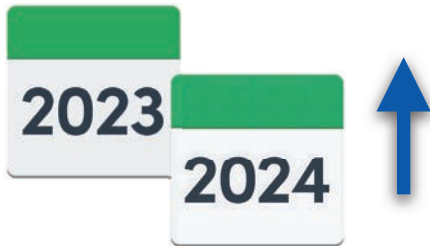
4. Finding out that you had cancer



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



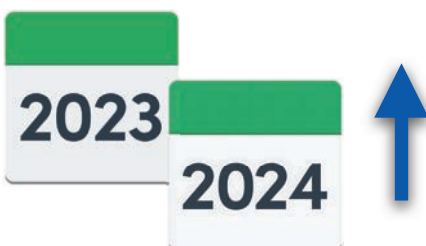
75% of people told us the staff were kind and caring when they talked to them.



This was more than what people said in 2023.



83% of people said they were told they could bring someone with them for support.



This was more than what people said in 2023.

5. Treatment

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**.



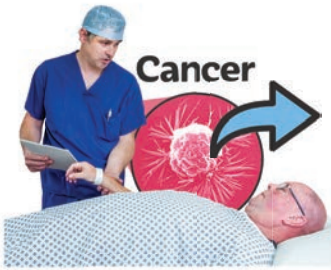
91% of people said they had a main contact person to help them through treatment.



This was similar to what people said in 2023.

Deciding on the best treatment

There are different treatments people can have for cancer. Things like:



- An operation to take the cancer out

or



- Treatment to slow down how fast the cancer grows and spreads.



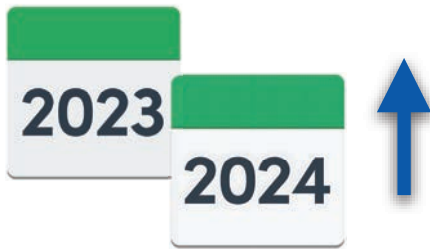
Staff talk with patients about which is the best treatment for their cancer.



We asked people if they were involved in decisions about their treatment.



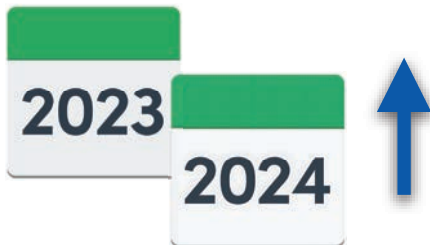
80% of people said they were involved as much as they wanted to be in any decisions about their treatment.



This was more than what people said in 2023.



85% of people said their families were involved as much as they wanted to be in any decisions about their treatment.



This was more than what people said in 2023.

Care planning

We asked people questions about planning their care.



We asked people if their care team supported them with:

- Worries.
- Needs. This could be things like help and support.
- Things they wanted to happen.



73% of people said that before their treatment started, they spoke to their care team about their needs and worries.



This was more than what people said in 2023.

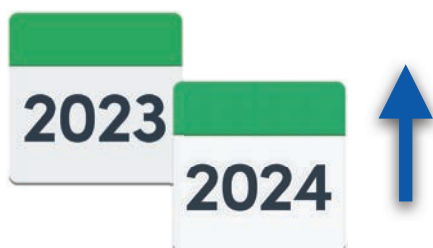


Getting your treatment

We asked people about how long they had to wait for treatment.



79% 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 more than what people said in 2023.

Side effects



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



75% of people said that side effects were fully explained to them.



This was similar to what people said in 2023.

Support from your local doctors surgery



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



48% of people felt they got the right amount of support from their local doctors surgery.



This was more than what people said in 2023.

6. Support from hospital staff



78% of people said they got the right amount of support with their health and feeling ok in their mind.



This was more than what people said in 2023.



72% of people said they got information about help with money and **benefits**.



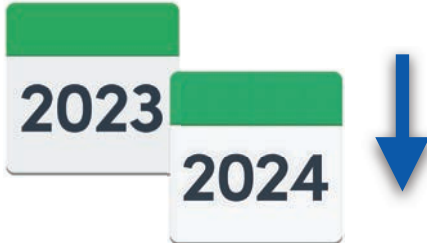
This is more than what people said in 2023.



Benefits is money some people get from the government. It is to help pay for day to day things.



87% 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 less than what people said in 2023.

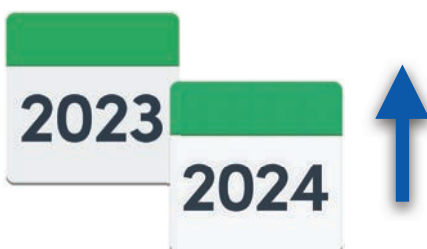
7. Support while at home



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



63% of people said their family were given all the information they needed to help and support them.



This was more than what people said in 2023.



We asked people about support after their cancer treatment had finished.



34% of people who needed extra support said they got help from a community service or charity.



This was similar to what people said in 2023.



65% of people were given enough information about the chances of the cancer coming back or spreading.



This was more than what people said in 2023.

How people scored their care



Overall, people gave their care a score of almost 9 out of 10.



This does not mean that everyone said 9 out of 10.

Some people gave a higher score and some people gave a lower score.



We then looked at different groups of people and what scores they gave.



This part tells you what we found out.



Men and women

People who said they were men gave a higher score for their care.



People who said they were women gave a lower score.



We have not used answers from other people who do not see themselves as a man or women.



This is because only a low number of people from these groups told us about themselves.



Sexual orientation

Sexual orientation mostly means who you are attracted to.



People who are **straight or heterosexual** gave a higher score for their care.

Straight or heterosexual means a man who is attracted to women or a woman who is attracted to men.



People who are **gay, lesbian, bisexual** or say they are something else gave a lower score.



Gay usually means a man who is attracted to other men.



Lesbian means a woman who is attracted to other women.



Bisexual usually means a person who is attracted to both men and women.



Ethnic group

Your **ethnic group** is your race, culture and background.



People who were white gave a higher score for their care.



People who were Black, Asian or from a mixed ethnic group gave a lower score.



People from other ethnic groups gave their care a score that was similar to most people.



Long term conditions

Long term means something lasts for 12 months or more.

A **long term condition** could be things like:



- Having a bad back or pain in your body.



- Problems with your heart or your breathing.



- A disability.



- A **mental health** condition.

Mental health is things like your thoughts, feelings and how you cope in everyday life.



Overall people **with** a long term condition gave a lower score for their care.



People who did **not** have a long term condition gave a higher score.

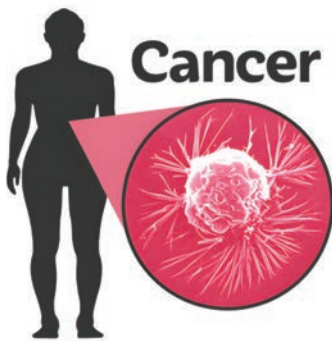


People with **dementia**, autistic people and people with a learning disability gave the lowest scores.



Dementia is the name for different illnesses that cause parts of the brain to stop working properly.

Cancer that spread to other parts of the body



When people are told they have cancer, some people might have cancer in just 1 part of their body.

Other people have cancer in 1 part of their body but it has spread to other parts too.



People whose cancer did not spread gave a higher score for their care.

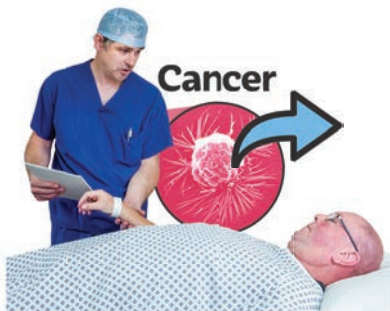


People whose cancer spread gave a lower score.



Cancer outcome

A **cancer outcome** is what happens after your cancer treatment is finished.



Some people had a cancer where:

- It was taken out by having an operation

or

- The treatment got rid of it.



These people gave a higher score for their care.



Some people's cancer was taken out or treated but then it came back.

These people gave a lower score.



Different kinds of cancer

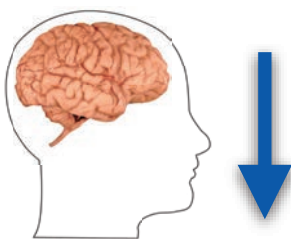
There are lots of different kinds of cancer.



People with different kinds of cancer gave different scores for their care.



People who had cancer in their skin gave the highest score.



People who had cancer in their brain gave the lowest score.

About this report



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

www.ncpes.co.uk/latest-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.

Phone us:
01865 648271



Email:
cpes@pickereurope.ac.uk



Write to us:
Picker Institute Europe
Suite 6, Fountain House
1200 Parkway Court
John Smith Drive
Oxford
OX4 2JY



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