



National Cancer Patient Experience Survey 2024

50% response rate

64,055 people responded

64.9%

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 concerns



33.5%

said that after treatment, they could definitely get **enough emotional support at home** from community or voluntary services



8.94

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



87.6%

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



90.4%

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

77.5%

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



47.7%

of those who said their GP practice was involved said they definitely received the **right amount of support from their GP practice** during treatment

75.0%

said that when they were told that they had cancer, they were definitely **told sensitively**

91.5%

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



80.4%

said that they were definitely involved as much as they wanted to be in **decisions about their treatment**

79.4%

said they felt the **length of waiting time** at the clinic and day unit used for their cancer treatment was about right

74.7%

said the **possible side effects from treatment** were definitely explained in a way they could understand



Visit 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 2024

