



Improving patient experience of cancer care

Learning from insights shared by people diagnosed with cancer at Southmead Hospital

Hannah Little, Assistant Chief Nursing Officer, Cancer Services, BFT

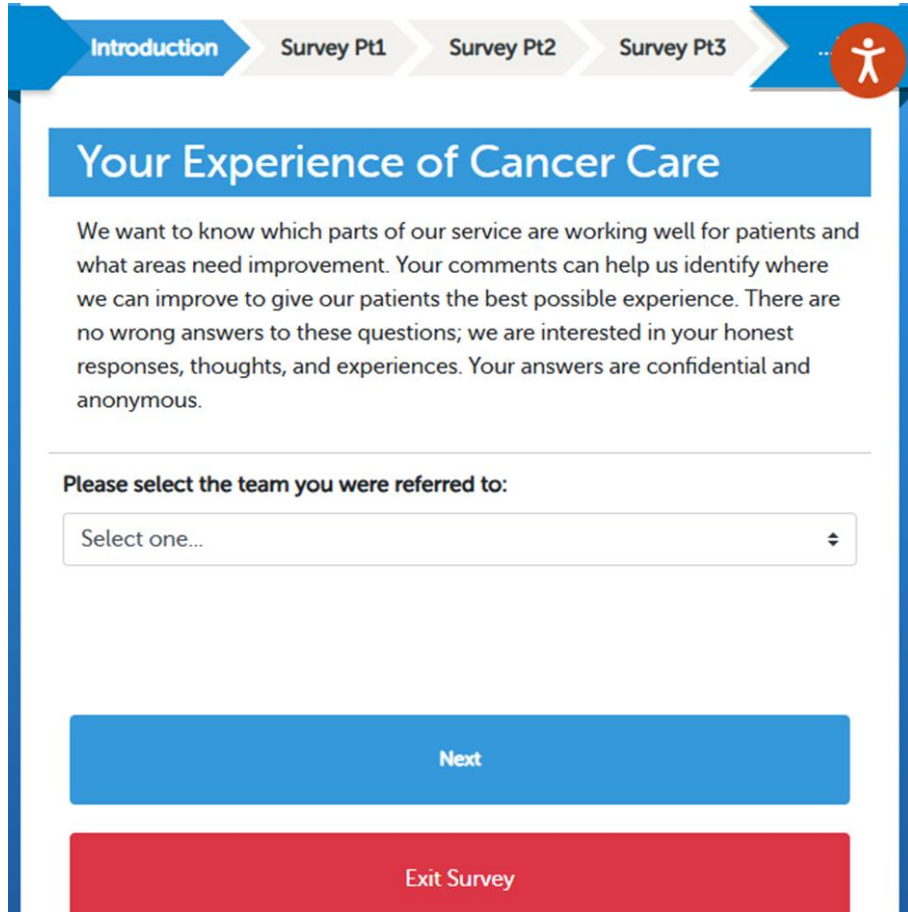
 Hannah.Little@nbt.nhs.uk

 [HannahLittleRN](#)

 [Hannah-Little-19](#)

Patient experience

NCPES x Your Experience of Cancer Care pilot



Introduction Survey Pt1 Survey Pt2 Survey Pt3

Your Experience of Cancer Care

We want to know which parts of our service are working well for patients and what areas need improvement. Your comments can help us identify where we can improve to give our patients the best possible experience. There are no wrong answers to these questions; we are interested in your honest responses, thoughts, and experiences. Your answers are confidential and anonymous.

Please select the team you were referred to:

Select one...

Next

Exit Survey

Co-produced with patient partners and a variety of professionals, and aligned to the national reading age, across 12 questions, this local survey captures experiences across the entire acute pathway, including:

- Experience of diagnosis
- Treatment
- Support
- Administration of care

To help monitor the impact of local initiatives and our progress against national ambitions, the survey also explores themes such as:

- Shared-decision making
- Personalised Care & Support Plans
- Access to Macmillan Wellbeing Centres
- Reasonable adjustments

All Standard Cancer PCS

- Cancer
- Cancer App
- Cancer
- Cancer Activity Report
- Cancer Booking Profile
- Cancer Comparison
- Cancer - PCS
- Local Patient Experience S...
- Sample v Survey
- Overall Experience of C...
- Diagnosis
- Living with and beyond ...
- Support & Admin
- Treatment
- Useful Links
- Go back

File Share Export Explore Subscribe Set alert

Copilot

Filters

Month

All

Ethnicity - Response Only

All

Age - Response Only

All

Gender - Response Only

All

Apply all selections

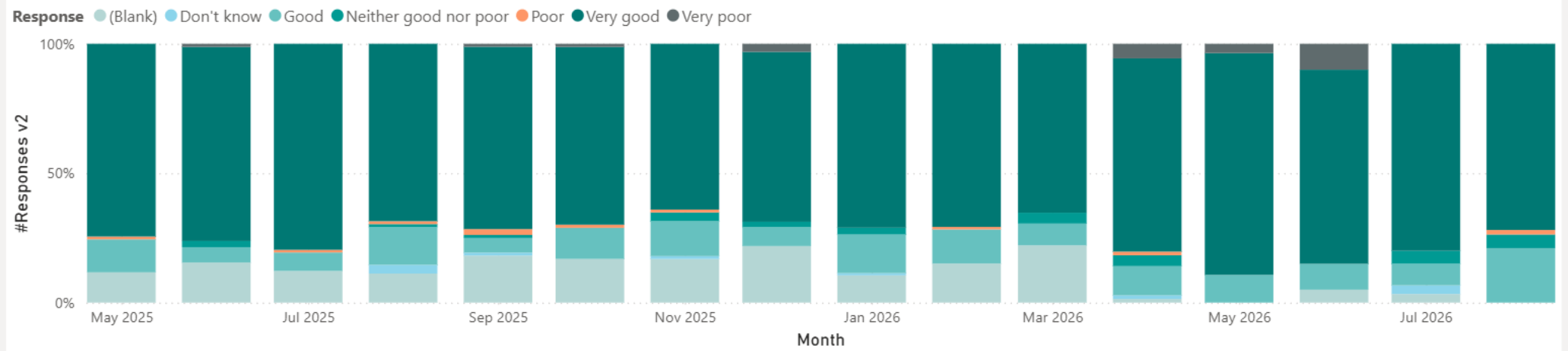
Clear all selections

Q&A

Glossary

Last Refresh: 14 Aug 26 12:59

How would you rate your experience of the cancer care you received with us?



How would you rate your experience of the cancer care you received at NBT?

Response	May 2025	June 2025	July 2025	August 2025	September 2025	October 2025	November 2025	December 2025	January 2026	February 2026	March 2026	April 2026	May 2026	Jun 2026
Don't know	11	13	12	10	16	14	15	21	12	16	21	1		
Good	12	5	7	13	5	10	12	7	17	14	8	8	6	
Neither good nor poor		2		1	1		3	2	3		4	3		
Poor	1		1	1	2	1	1			1		1		
Very good	70	63	78	61	62	57	57	63	81	75	62	53	48	
Very poor		1			1	1		3				4	2	
Total	94	84	98	89	88	83	89	96	114	106	95	71	56	

AllStandardCancer PCS

- Cancer

Cancer App
- Cancer

Cancer Activity Report

Cancer Booking Profile

Cancer Comparison

Cancer - PCS

Local Patient Experience S...

Sample v Survey

Overall Experience of Ca...
- Diagnosis

Living with and beyond ...

Support & Admin

Treatment

Useful Links

Go back

FileShareExportExploreSubscribeSet alert

Copilot

Filters

How were you Informed?												
Method	May 2025	June 2025	July 2025	August 2025	September 2025	October 2025	November 2025	December 2025	January 2026	February 2026	March 2026	April 2026
GP	11	16	19	11	21	14	18	23	17	16		
In person	4	1	4		2	2	1	2	3	3		
NHS App or Online	66	62	70	66	53	61	62	61	83	82		
No cancer found				4		1		1				
Other	1	1	1	2	4	1	1	3				
Total	94	84	98	89	88	83	89	96	114	106		

Was the method you were told right for you?												
Response	May 2025	June 2025	July 2025	August 2025	September 2025	October 2025	November 2025	December 2025	January 2026	February 2026	March 2026	April 2026
Don't know/not applicable	11	16	21	11	22	15	19	23	19	16	23	2
No			1	3	2		1	1	2	1	1	2
Yes, definitely	3		1	1	2	5	1	3	3	2		1
Yes, to some extent	63	63	69	65	56	54	61	63	78	77	62	55
Total	17	5	6	9	6	9	7	6	12	10	9	11
Total	94	84	98	89	88	83	89	96	114	106	95	71

Were you told you could have a family member, carer or friend with you when you were told about your diagnosis?												
Response	May 2025	June 2025	July 2025	August 2025	September 2025	October 2025	November 2025	December 2025	January 2026	February 2026	March 2026	April 2026
Don't know/not applicable	12	19	19	11	24	15	18	23	19	16	24	
No, and I wanted this	4	9	7	8	7	9	3	7	7	7	7	
No, but I brought someone anyway	1		2	4	1	3	5	1	2	2	2	
No, but I didn't want this	16	11	12	12	9	13	9	16	16	15	11	
Yes, and I was told in person or on the phone	2	3	1	5	1	2	3	5	2	4	2	
Yes, I saw this in a letter or leaflet	46	31	45	33	29	33	33	33	52	49	37	
Total	13	11	12	16	17	8	18	11	16	13	12	
Total	94	84	98	89	88	83	89	96	114	106	95	

96%

Reporting Patient Experience Data to the Cancer Board

Division: Trust wide

Document No:CG-151

Specific staff groups to whom this policy <u>directly</u> applies	Likely frequency of use	Other staff who may need to be familiar with policy
All NBT Cancer Clinical Leads, Lead Clinical Nurse Specialist and General Managers and the Cancer Board	Minimum quarterly	Wider members of the cancer specialty team

Main Author(s):	Eleana Lewis, Patient Experience Lead for Cancer Hannah Little, Assistant Chief Nursing Officer for Cancer
Consultation:	All NBT Cancer Clinical Leads, Lead CNSs and GMs were consulted prior to the creation of this document. Martin Plummeridge, Associate Medical Director for Cancer
Approval Authority (Committee/ Group/ Lead Clinician):	CPDG
Executive Lead (Trust-Wide only):	Nicholas Smith, Chief Operating Officer
Date of Approval:	10/02/2026
Next Review Due:	3 yearly from date of initial approval
Version:	1.0
KEYWORDS:	Cancer, Patient Experience, Reporting, Dashboard
Summary of changes since the previous version	New document



Bristol

NHS Group

Bristol | Weston

Cancer: Patient Experience Specialty Governance Reporting



North Bristol
NHS Trust

<u>Headline data for the specialty</u>	<u>Successes</u>
<u>Hotspots or patterns</u> Where is patient experience poorest or seen the biggest decline?	<u>Actions</u>

NBT CARES

Specialty:

Month:

A close-up photograph of a person's hand resting gently on another person's shoulder. The hand is light-skinned and has short, clean fingernails. The shoulder is covered in a grey, textured fabric. The background is blurred, showing hints of red and blue colors.

Thank you