



Improving patient experience of cancer care

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

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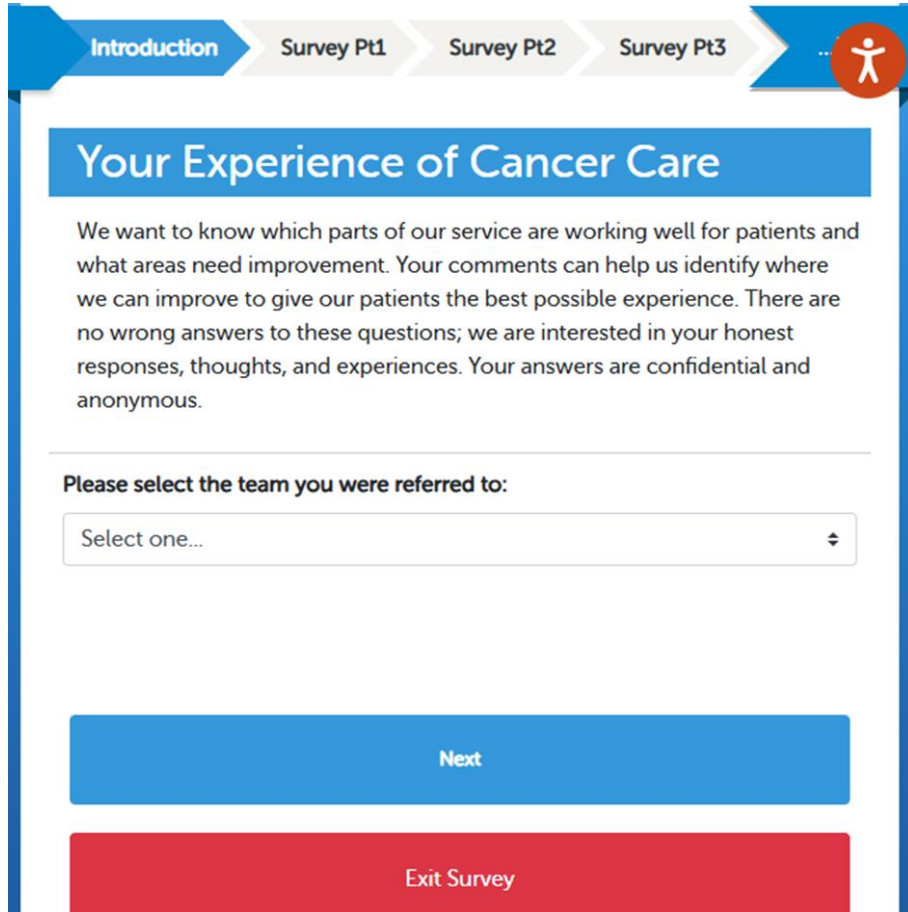
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Patient experience

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

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 C...
- Diagnosis
- Living with and beyond ...
- Support & Admin
- Treatment
- Useful Links
- Go back

Month

All

Ethnicity - Response Only

All

Age - Response Only

All

Gender - Response Only

All

Apply all selections

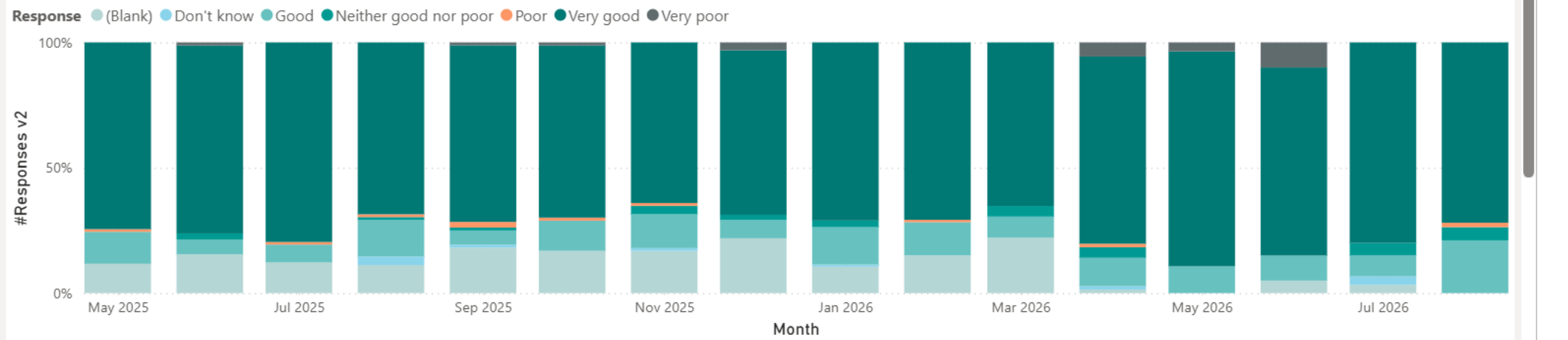
Clear all selections

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

How were you Informed?

MethodMay 2025June 2025July 2025August 2025September 2025October 2025November 2025December 2025January 2026February 2026March 2026

	11	16	19	11	21	14	18	23	17	16
GP	4	1	4		2	2	1	2	3	3
In person	66	62	70	66	53	61	62	61	83	82
NHS App or Online				4		1		1		
No cancer found										
Other	1	1	1	2	4	1	1	3		
Don't know/not applicable										
Total	94	84	98	89	88	83	89	96	114	106

Was the method you were told right for you?

ResponseMay 2025June 2025July 2025August 2025September 2025October 2025November 2025December 2025January 2026February 2026March 2026April 2026May 2026

	11	16	21	11	22	15	19	23	19	16	23	2	1
Don't know/not applicable			1	3	2		1	1	2	1	1	2	2
No	3		1	1	2	5	1	3	3	2		1	2
Yes, definitely	63	63	69	65	56	54	61	63	78	77	62	55	45
Yes, to some extent	17	5	6	9	6	9	7	6	12	10	9	11	6
Total	94	84	98	89	88	83	89	96	114	106	95	71	56

Were you told you could have a family member, carer or friend with you when you were told about your diagnosis?

ResponseMay 2025June 2025July 2025August 2025September 2025October 2025November 2025December 2025January 2026February 2026March 2026April

	12	19	19	11	24	15	18	23	19	16	24
Don't know/not applicable	4	9	7	8	7	9	3	7	7	7	7
No, and I wanted this	1		2	4	1	3	5	1	2	2	2
No, but I brought someone anyway	16	11	12	12	9	13	9	16	16	15	11
No, but I didn't want this	2	3	1	5	1	2	3	5	2	4	2
Yes, and I was told in person or on the phone	46	31	45	33	29	33	33	33	52	49	37
Yes, I saw this in a letter or leaflet	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

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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
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Version:	1.0
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Summary of changes since the previous version	New document

Cancer: Patient Experience Specialty Governance Reporting

<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>

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