



cancer patient
experience survey



If you would like this information in a different format, such as large print,
or a different language please contact the Cheshire and Merseyside
Cancer Alliance: ccf-tr.admin.cmca@nhs.net

The NHS wants to find out what is good about the cancer and tumour care being given to children, and what could be better. Hearing from patients and learning about their experiences will help us to improve cancer care across England, and make care the best it can be.

The Under 16 Cancer Patient Experience Survey was introduced in 2020. It is sent to children and young people under the age of 16 who have had care at certain hospitals (known as Principal Treatment Centres) in England, and their parents or carers. Some children who are 16 years old may also be sent a survey if they received care within the past year as a 15 year old.

The survey asks questions about things like the hospital ward, the hospital staff and the treatment given; and, both children and parents/carers are invited to give feedback.

If you are invited to take part in the Under 16 Cancer Patient Experience survey please have your say and take part.

The survey is sent by post, but you can complete it online or over the phone if you prefer. You will receive a letter with your survey explaining how to do this.

If you require the survey in another format or language, or have any questions, please contact Picker (the survey provider). Their contact details are included in the survey invitation letter.

Your survey responses will not be seen by any health professionals providing you with care. If you are worried about your health, or the way you are feeling, please get in touch with your GP or specialist nurse. Your medical care will continue in the same way whether you choose to take part in the survey or not.

Further information about the Under 16 Cancer Patient Experience Survey can be found here: www.under16cancerexperiencesurvey.co.uk

Please contact Picker (the survey provider) for any of the following:

- If you have any questions or comments about the survey,
- If you would like to fill in the survey over the phone,
- If you require the survey in another format (e.g. in another language),
- Or, if you would like to opt-out.

Picker contact details:

Freephone helpline (and translation service): 08000 720 069

Email: under16cancersurvey@PickerEurope.ac.uk

Website: www.under16cancerexperiencesurvey.co.uk