# Press Release | 1 August 2023

**Survey shows cancer patients score care highly at QEH**

Cancer patients at The Queen Elizabeth Hospital, King’s Lynn (QEH) have scored the care and treatment they received an impressive 9/10 in the National Cancer Patient Experience survey results.

The survey, which was completed by 341 cancer patients and published on Thursday 20 July, gives the hospital an insight into how patients have found their experience at the Trust. Out of the 59 questions asked 58 were within or above the expected range.

A high score was received on the questions relating to patients receiving information about diagnostic tests in advance and privacy being given when receiving test results. Communication also returned good results with patients reporting they felt they had a main point of contact within their care team and that they found this person to be helpful.

The survey showed an uplift in patients feeling more involved in decisions about their treatment with 85% saying they felt involved compared to 78% last year.

There are still some areas where improvements can be made on cancer care reviews by GP practices as well as waiting times for diagnostics.

Helen Blanchard, Acting Chief Nurse at QEH, said: “Thank you to our patients who took the time to complete this survey. It helps us monitor progress and provides us with the information we need to drive quality improvements where necessary. Feedback from our patients, positive or constructive, helps us to shape our services for the future.”

Karen McGuire, Deputy Chief Nurse who leads on patient experience, said: “I am really pleased with the results. It shows the great teamwork of those who are involved in the care and treatment of cancer patients at QEH and always striving to deliver more.”

QEH has recently introduced support for cancer patients - Cancer Care buddies – who can be found on the wards to provide patients with cancer care information.

**Ends.**

For further information, please contact Communications Team, [media.enquiries@qehkl.nhs.uk](mailto:media.enquiries@qehkl.nhs.uk) or 01553 613216.

**Notes to editors;**

The National Cancer Patient Experience Survey 2022 is the 12th iteration of the survey first undertaken in 2010.

The 2022 survey involved 133 NHS Trusts. Out of 115,662 people, 61,268 people responded to the survey, yielding a response rate of 53%. QEH received a response rate of 59%