



Humber and North Yorkshire
Cancer Alliance

National Cancer Patient Experience Survey (CPES) 2025 Results Hull University Teaching Hospitals NHS Trust– Upper GI

National Cancer Patient Experience Survey 2025:

Results for Hull University Teaching Hospitals NHS Trust – Tumour Site Analysis – Upper GI



The CPES survey breaks down results by tumour group (13 categories) as well as cancer type (39 categories). Please note, the following results are all taken from the 'Upper Gastro Tumour Group'.

Top 5 Areas of Improvement

Section	2025	2024	Diff	National - UGI	HUTH Overall 2025
Support from your GP practice					
Q02. Patient only spoke to primary care professional once or twice before cancer diagnosis	92.3%	77.8%	14.5%	74.4%	82.0%
Your treatment					
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	95.2%	75.9%	19.4%	86.5%	86.8%
Immediate and long-term side effects					
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	100.0%	82.1%	17.9%	88.4%	87.3%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	65.2%	44.1%	21.1%	59.7%	64.0%
Your overall NHS care					
Q58. Cancer research opportunities were discussed with patient	46.7%	25.0%	21.7%	53.2%	40.4%

Top 5 Areas of Decline

Section	2025	2024	Diff	National - UGI	HUTH Overall 2025
Support from your GP practice					
Q03. Referral for diagnosis was explained in a way the patient could completely understand	47.4%	73.1%	-25.7%	59.3%	67.0%
Support from hospital staff					
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70.8%	82.9%	-12.0%	77.1%	76.4%
Hospital care					
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	73.3%	90.0%	-16.7%	78.9%	78.3%
Q34. Patient was always able to get help from ward staff when needed	73.3%	90.0%	-16.7%	72.2%	74.2%
Q36. Hospital staff always did everything they could to help the patient control pain	78.6%	100.0%	-21.4%	83.7%	82.3%

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All Scores

Q02 – Q39

areas of improvement highlighted as blue font in the Diff column, areas of decline highlighted as orange font in the Diff column

A blank is presented where no respondents were eligible to answer a given question, a response option does not contribute to the score, where a result has been suppressed, or the result is not comparable with previous years.

Section	2025	2024	Diff	National - UGI	HUTH Overall 2025
Support from your GP practice					
Q02. Patient only spoke to primary care professional once or twice before cancer diagnosis	92.3%	77.8%	14.5%	74.4%	82.0%
Q03. Referral for diagnosis was explained in a way the patient could completely understand	47.4%	73.1%	-25.7%	59.3%	67.0%
Diagnostic tests					
Q05. Patient received all the information needed about the diagnostic test in advance	95.5%	93.1%	2.4%	92.2%	92.5%
Q06. Diagnostic test staff appeared to completely have all the information they needed about the patient	77.3%	76.7%	0.6%	80.7%	84.2%
Q07. Patient felt the length of time waiting for diagnostic test results was about right	86.4%	86.7%	-0.3%	76.0%	75.7%
Q08. Diagnostic test results were explained in a way the patient could completely understand	86.4%	80.0%	6.4%	76.0%	80.9%
Q09. Enough privacy was always given to the patient when receiving diagnostic test results	100.0%	96.7%	3.3%	92.1%	96.3%
Finding out you had cancer					
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	91.7%	87.1%	4.6%	84.1%	83.6%
Q13. Patient was definitely told sensitively that they had cancer	70.8%	69.7%	1.1%	70.7%	78.0%
Q14. Cancer diagnosis explained in a way the patient could completely understand	83.3%	82.9%	0.5%	75.3%	79.7%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83.3%	79.4%	3.9%	81.3%	87.8%
Q16. Patient was told they could go back later for more information about their diagnosis	90.9%	90.6%	0.3%	80.4%	86.4%
Support from a main contact person					
Q17. Patient had a main point of contact within the care team	95.8%	87.9%	8.0%	92.5%	87.1%
Q18. Patient found it very or quite easy to contact their main contact person	84.2%	74.1%	10.1%	85.6%	84.6%
Q19. Patient found advice from main contact person was very or quite helpful	95.2%	96.4%	-1.2%	95.2%	97.0%
Deciding on the best treatment					
Q20. Treatment options were explained in a way the patient could completely understand	91.7%	90.9%	0.8%	82.8%	85.2%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80.0%	88.6%	-8.6%	79.7%	83.5%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83.3%	86.7%	-3.3%	87.2%	88.4%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53.8%	61.1%	-7.3%	59.3%	58.2%
Care planning					
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	81.0%	77.1%	3.8%	73.4%	75.9%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93.8%	100.0%	-6.3%	94.1%	94.4%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100.0%	100.0%	0.0%	99.1%	98.8%
Support from hospital staff					
Q27. Staff provided the patient with relevant information on available support	89.5%	88.2%	1.2%	92.4%	91.4%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70.8%	82.9%	-12.0%	77.1%	76.4%
Q29. Patient was offered information about how to get financial help or benefits	77.8%	70.4%	7.4%	75.7%	68.5%
Hospital care					
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	73.3%	90.0%	-16.7%	78.9%	78.3%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	78.6%	73.7%	4.9%	74.5%	76.4%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73.3%	85.0%	-11.7%	72.0%	74.6%
Q34. Patient was always able to get help from ward staff when needed	73.3%	90.0%	-16.7%	72.2%	74.2%
Q35. Patient was always able to discuss worries and fears with hospital staff	73.3%	78.9%	-5.6%	64.9%	70.6%
Q36. Hospital staff always did everything they could to help the patient control pain	78.6%	100.0%	-21.4%	83.7%	82.3%
Q37. Patient was always treated with respect and dignity while in hospital	86.7%	95.0%	-8.3%	88.4%	87.6%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86.7%	89.5%	-2.8%	87.1%	88.2%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77.3%	75.0%	2.3%	80.7%	81.9%

National Cancer Patient Experience Survey 2025:

Results for Hull University Teaching Hospitals NHS Trust – Tumour Site Analysis – Upper GI

All Scores



Humber and North Yorkshire
Cancer Alliance

Q41 – Q59

areas of improvement highlighted as blue font in the Diff column, areas of decline highlighted as orange font in the Diff column

A blank is presented where no respondents were eligible to answer a given question, a response option does not contribute to the score, where a result has been suppressed, or the result is not comparable with previous years.

Section	2025	2024	Diff	National - UGI	HUTH Overall 2025
Your treatment					
Q41_1. Beforehand patient completely had enough understandable information about surgery	100.0%	100.0%	0.0%	90.0%	89.8%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	95.2%	75.9%	19.4%	86.5%	86.8%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy		78.6%		87.5%	90.9%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy				81.8%	82.3%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy				83.2%	83.9%
Q42_1. Patient completely had enough understandable information about their response to surgery	81.8%	83.3%	-1.5%	87.7%	88.4%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81.0%	75.9%	5.1%	82.2%	80.0%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy		78.6%		81.4%	88.3%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy				73.5%	79.8%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy				79.6%	80.9%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	66.7%	65.7%	1.0%	79.3%	60.8%
Immediate and long-term side effects					
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	75.0%	71.4%	3.6%	73.7%	73.9%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68.2%	67.7%	0.4%	71.8%	68.8%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	100.0%	82.1%	17.9%	88.4%	87.3%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	65.2%	44.1%	21.1%	59.7%	64.0%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55.0%	54.8%	0.2%	56.0%	57.1%
Support while at home					
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	52.4%	57.7%	-5.3%	65.4%	64.6%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services		50.0%		54.8%	50.9%
Care from your GP practice					
Q51. Patient definitely received the help or support needed from their GP practice since their cancer diagnosis	35.7%	47.6%	-11.9%	45.8%	41.0%
Q52. Patient has had a cancer care review with someone from their GP practice (excluding patients who have not had a review but were diagnosed less than or around 12 months ago)		29.4%		48.7%	44.2%
Living with and beyond cancer					
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services		28.6%		36.5%	31.2%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	83.3%	73.7%	9.6%	79.5%	77.7%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	68.4%	60.0%	8.4%	60.7%	64.0%
Your overall NHS care					
Q56. The whole care team worked well together	81.8%	88.6%	-6.8%	88.6%	88.7%
Q57. Administration of care was very good or good	84.0%	78.8%	5.2%	85.2%	85.3%
Q58. Cancer research opportunities were discussed with patient	46.7%	25.0%	21.7%	53.2%	40.4%
Q59. Patient's average rating of care scored from very poor to very good	8.80	8.86	-0.06	8.88	8.93

National Cancer Patient Experience Survey 2025 – Free Text Analysis

Hull University Teaching Hospitals NHS Trust – UPPER GI

Question 1 – Was there anything particularly good about your NHS cancer care?

There were 15 unique respondents from Upper GI tumour patients at HUTH

- Patients consistently praised the professionalism, kindness and expertise of consultants, specialist nurses, chemotherapy teams and wider clinical staff involved in their care.
- Respondents valued the speed of referral, investigation, surgery and treatment, with many describing their pathway as efficient and well coordinated.
- Castle Hill Hospital and the Queen's Centre received particularly positive feedback for providing compassionate, informative and patient-centred care throughout treatment.
- Patients highlighted clear communication, detailed explanations and access to support, enabling them to understand their diagnosis, treatment options and recovery.
- Clinical nurse specialists, trial teams and day unit staff were frequently recognised for providing reassurance, continuity of care and responsive support throughout treatment.
- Many respondents described their overall cancer care experience as excellent, emphasising the professionalism, empathy and dedication of staff across multiple services.

Question 2 – Was there anything that could have been improved?

There were 11 unique respondents providing improvement feedback from Upper GI tumour patients at HUTH.

- Long waiting times for chemotherapy treatment, blood tests and clinic appointments were the most commonly reported concern, often attributed to service pressures and staffing shortages.
- Several respondents described concerns regarding delayed diagnosis or referral within primary care, with some feeling symptoms were not investigated promptly.
- Patients reported limited support and communication from GP practices during their cancer journey, often relying instead on specialist nurses and oncology teams.
- Difficulties contacting departments and obtaining timely responses were highlighted, alongside concerns about communication between organisations involved in care.
- Some respondents experienced delays in discharge processes, treatment administration and ward-based care due to staffing pressures and service capacity.
- Despite these concerns, many patients stated that specialist cancer services at Castle Hill Hospital could not have been improved and that the quality of clinical care remained excellent.