



28 October 2024

Subject: National Cancer Patient Experience Survey 2024

Sent on behalf of Dame Cally Palmer, National Cancer Director, NHS England

To: Trust Survey Leads

Dear colleague,

I am writing to thank you for all your time and efforts to support the work of the 2024 National Cancer Patient Experience Survey (NCPES). The NCPES is an official statistic that provides insight into experiences of cancer care and treatment. It is as important as ever that patients are given the opportunity to share their experiences.

Compiling the sample data for the survey is not always straightforward, with various steps and processes to go through to make sure the survey is sent to eligible patients. With all your hard work, I am pleased to say that we have now received sample data from all Trusts and we are well on our way to preparing the surveys to be mailed out. Thank you for all you have done to support this important work.

Surveys will be sent to patients via post from mid-November 2024. To help get as many responses to the survey as possible, we have created a communications toolkit with a variety of resources such as key messaging, social media posts, videos and posters, which you can use to encourage patients to complete the survey. The toolkit can be downloaded from www.ncpes.co.uk/promoting-the-survey. I would be grateful if you could share this information with your communications teams or relevant local contacts.

If you have any queries, please contact Picker Institute Europe on 01865 208121 or email CPES@pickereurope.ac.uk.

Thank you again for your efforts and commitment in supporting people with cancer.

Kind regards,

A handwritten signature in black ink that reads 'Cally Palmer'.

Cally Palmer
National Cancer Director for NHS England