

Under 16 Cancer Patient Experience Survey 2025

National Report (Quantitative)

Published October 2026



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This report sets out the national headline findings. Detailed national and PTC results are available at www.under16cancerexperiencesurvey.co.uk



An interactive reporting tool allowing you to explore the survey data in more detail is available at www.under16cancerexperiencesurvey.co.uk/interactive-dashboard

1

Headline findings



Overall care

78%

of children reported that they were very well looked after by staff for their cancer or tumour (**78%** in 2024).



Overall care

88%

of parents or carers rated the overall experience of their child's care as 8 or more out of 10 (**91%** in 2024).



Finding out about the cancer or tumour

71%

of parents or carers reported that they were definitely told about their child's cancer or tumour diagnosis in a sensitive way (**70%** in 2024).



Finding out about the cancer or tumour

74%

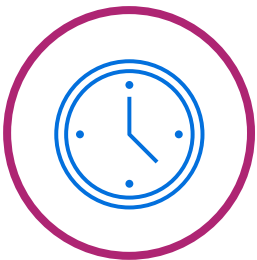
of parents, carers, and children reported that information at diagnosis was definitely given in a way they could understand (**75%** in 2024).



Healthcare staff

80%

of parents or carers felt they always had confidence and trust in staff caring for their child (**83%** in 2024).



Child's care and treatment

77%

of parents or carers felt that staff definitely offered them enough time to make decisions about their child's treatment (**79%** in 2024).



Healthcare staff

85%

of parents or carers felt that they were always treated with empathy and understanding by staff caring for their child (**86%** in 2024).



Child's care and treatment

61%

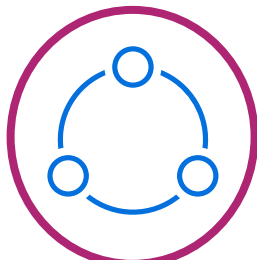
of parents or carers reported that they definitely had access to reliable help and support 7 days a week from the hospital (**63%** in 2024).



Child's care and treatment

69%

of parents or carers felt that hospital staff were definitely aware of their child's medical history.



Child's care and treatment

57%

of parents or carers felt they definitely received enough ongoing support from the hospital after their child's treatment ended (**63%** in 2024).

Headline findings

Notable changes from 2024 to 2025[†]

Question	2024	2025	Change
X51 - Parents or carers felt that the hospital Wi-Fi always met the needs of them and their child	42.2%	51.7%	9.5pp
X21 - Parents or carers felt that staff were always sensitive to information shared with them when their child was in the room	77.1%	69.0%	-8.1pp

[†] Notable changes refer to non-overlapping 95% confidence intervals.

Headline findings

Notable changes from 2021 to 2025[†]

Question	2021	2025	Change
X51 - Parents or carers felt that the hospital Wi-Fi always met the needs of them and their child	34.0%	51.7%	17.7pp
X52 - Parents or carers reported that their child had access to hospital school services during their stay in hospital	68.9%	78.4%	9.5pp
X21 - Parents or carers felt that staff were always sensitive to information shared with them when their child was in the room	76.3%	69.0%	-7.3pp

[†] Notable changes refer to non-overlapping 95% confidence intervals.

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Introduction and methodology

Introduction

The Under 16 Cancer Patient Experience Survey (U16 CPES) measures children's experiences of tumour and cancer care across England. It is an annual survey, and this report presents the U16 CPES 2025 headline findings from the sixth survey cycle.

Respondents are children aged under 16 at the time of their care and discharge, as well as their parents or carers.

The survey has been designed to monitor national progress on experience of cancer care, provide information for local quality improvement, support commissioners and providers of cancer care, and inform the work of charities and other stakeholder groups supporting children with cancer.

NHS England manages the survey, commissioning Picker to oversee survey development, technical design, implementation, and analysis.

The survey is overseen by an Advisory Group of expert stakeholders including healthcare professionals providing cancer care to children, charity representatives, patients, and parents or carers. The group advises on survey methodology, questionnaire development, and reporting.

13 Principal Treatment Centres providing cancer or tumour care to children in 2025 were included in the survey for patients aged under 16 at discharge.

Eligibility

Patients with a confirmed cancer or tumour diagnosis who received inpatient or day case care at an NHS Principal Treatment Centre (PTC) in 2025 and were aged under 16 at discharge.

Questionnaire and mode

Paper questionnaire with a cover invitation and up to two reminders sent to parents or carers. The survey could also be completed online via URL or QR code, or by telephone.

A freephone helpline and email were available for opt-outs, survey queries, telephone completion, and translation support for respondents whose first language was not English. Questions covered the child's care in 2025. Three versions were used, based on the patient's age before fieldwork:

- 0 to 7 questionnaire – completed by parents or carers of children aged 0 to 7.
- 8 to 11 questionnaire – separate sections for the child and parent or carer.
- 12 to 15 questionnaire – separate sections for the child or young person and parent or carer.

Fieldwork

People were asked to complete the questionnaire between April and June 2026.

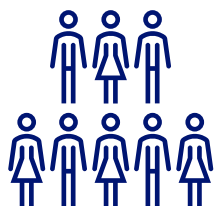


3

Understanding the results



- **For data presented in charts, the percentage of each scored response option is shown.** Figures have been rounded to the nearest whole percentage, therefore they may not always equal 100%.
- **Question numbers relate to the numbering on the data tables,** not the question numbers used on the questionnaires themselves.



Subgroup comparisons allow us to explore differences in how people experience cancer care.

Some of the groups may be quite small, so please take caution when looking at results for these groups. See [‘About the respondents’](#) for information on the number of responses for subgroups. For subgroup comparisons to all survey questions at a national level, please see the National Excel Data Tables available on the [survey website](#).



For scored questions, the data presented in the charts excludes non-applicable response options such as ‘Don’t know / can’t remember’. Full data, including how scores to each question are calculated, can be found within the National Excel Data Tables available on the [survey website](#).



No statistical significance testing has been done for subgroup comparisons, therefore please interpret any differences with caution.



Confidence intervals: Assuming the sample is representative of the organisation, confidence intervals are a method of describing the uncertainty around results. They are shown as black bars on the charts in this report. The most common methodology, which was used here, is to produce and report 95 percent confidence intervals around the results. At the 95 percent confidence level, the confidence intervals are expected to contain the true result 95 percent of the time (i.e. out of 100 such intervals, 95 will include the true figure), based on the sample of information we have. Where confidence intervals overlap, and the comparison is valid, there is not enough statistical evidence to conclude whether or not there is a “true” difference between the two.



Suppression rules have been applied to data to protect the anonymity of respondents and to prevent the release of unreliable results due to small numbers:

- Where the data is semi-identifiable (e.g. a demographic), the eligible population at risk is 1,000 or fewer, and there are 5 or fewer respondents in a particular category, then the data has been suppressed and replaced with an asterisk (*).
- Double suppression: where data has been suppressed for anonymity, data for that subgroup AND the next smallest subgroup are suppressed. This is to prevent back calculation.
- Where the total number of responses to a question is less than 10, data for the question are suppressed, indicated by an asterisk (*).
- Further information regarding suppression rules can be found in the [Technical Document](#).

4 About the respondents

About the respondents

Overall response rate



Out of **3,522** eligible parents, carers, and children, **751** responded to the survey, yielding a response rate of **21%**. This is compared with 22% in 2024.

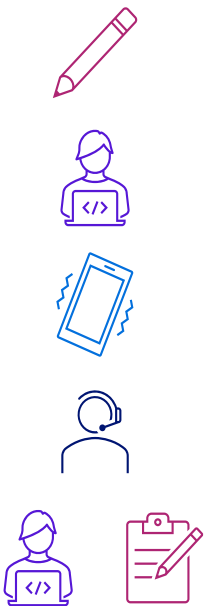
A response consists of one survey completion for a single patient, which could consist of both parent or carer and child responses.

The adjusted sample size removes those patients who did not receive a questionnaire (returned undelivered by post) or who reported they were not eligible to take part. Full details about how the response rate was calculated can be found in the Technical Document available on the [survey website](#).

Original sample size	Adjusted sample size	Completed	Response rate
3,523	3,522	751	21%

About the respondents

Survey mode



Survey mode	Number of responses	Proportion of responses
Paper	428	57%
Online	323	43%
Phone – English	0	0%
Phone – translation service	0	0%
Mixed (combination of paper and online)	0	0%
Total	751	100%

About the respondents

Survey type

Survey type	Number of responses	Proportion of responses
Parents or carers of children aged 0 to 7	336	45%
Children aged 8 to 11 (and their parents or carers)	153	20%
Children aged 12 to 15 (and their parents or carers)	262	35%
Total	751	100%

About the respondents

Which of the following best describes you? (from survey responses)†

Which of the following best describes you?	Number of responses	Proportion of responses
Boy / Male	202	49%
Girl / Female	154	37%
I describe myself in another way	1	0%
Prefer not to say	2	0%
Don't know	0	0%
Not given	56	13%
Total	415	100%

Sex registered at birth (from survey responses)

Sex registered at birth	Number of responses	Proportion of responses
Male	371	49%
Female	328	44%
Prefer not to say	0	0%
Not given	52	7%
Total	751	100%

† Asked only to children aged 8-15.

Ethnic group (from survey responses)

Ethnic group	Number of responses	Proportion of responses
White	549	73%
Mixed	40	5%
Asian	90	12%
Black	21	3%
Other†	14	2%
Not given	37	5%
Total	751	100%

† ‘Other’ refers to those who selected ‘Arab’ or ‘Any other ethnic group’ in the survey question asking about ethnic background.

Diagnostic group†

Diagnostic group	Number of responses	Proportion of responses
Leukaemias, myeloproliferative diseases, and myelodysplastic diseases	249	33%
Lymphomas and reticuloendothelial neoplasms	96	13%
CNS and miscellaneous intracranial and intraspinal neoplasms	187	25%
Retinoblastoma	19	3%
Renal tumours	27	4%
Hepatic tumours	5	1%
Malignant bone tumours	49	7%
All other	119	16%
Total	751	100%

† Details of how diagnostic groups were formed can be found in the Technical Document available on the [survey website](#).

About the respondents

Deprivation (IMD† quintile)

Deprivation (IMD quintile)	Number of responses	Proportion of responses
1 (most deprived)	115	15%
2	145	19%
3	134	18%
4	169	23%
5 (least deprived)	171	23%
Non-England	17	2%
Total	751	100%

Current care or treatment stage (from survey responses)

Current care or treatment stage	Number of responses	Proportion of responses
Recently diagnosed	8	1%
Watch and wait	64	9%
Receiving treatment	304	40%
Finished treatment within the last one month	69	9%
In remission / long-term follow-up	288	38%
Palliative or end of life care	7	1%
Other	42	6%
Not given	33	4%
Total††	815	109%

† Index of Multiple Deprivation (IMD quintile) classifies geographic areas into five quintiles based on relative disadvantage, based on where the patient lives (not where they receive care and treatment).
†† This is a multiple choice question and therefore the total number of responses may be more than the total number of respondents.

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Long-term condition status (from survey responses)

Long-term condition status	Number of responses	Proportion of responses
Another long-term condition	277	37%
No other long-term condition	408	54%
Not given	66	9%
Total	751	100%

Number of long-term conditions (excluding cancer or tumour) (from survey responses)

Number of long-term conditions (excluding cancer or tumour)	Number of responses	Proportion of responses
One long-term condition	160	21%
Two long-term conditions	66	9%
Three or more long-term conditions	51	7%
No other long-term condition	408	54%
Not given	66	9%
Total	751	100%

Does the child’s long-term condition or cancer reduce their ability to carry out their day-to-day activities?
(from survey responses)

Does the child’s long-term condition or cancer reduce their ability to carry out their day-to-day activities?	Number of responses	Proportion of responses
Yes, a lot	191	25%
Yes, a little	326	43%
No, not at all	196	26%
Not given	38	5%
Total	751	100%

Long-term condition (from survey responses)

Long-term condition	Number of responses	Proportion of responses
Attention Deficit Hyperactivity Disorder (ADHD)	53	7%
Autism or autism spectrum condition	72	10%
Bowel condition, such as Crohn's disease	11	1%
Breathing problem, such as asthma	27	4%
Blindness or partial sight	47	6%
Chromosomal condition, such as Down's syndrome or Prader-Willi	11	1%
Deafness or hearing loss	31	4%
Diabetes	3	0%

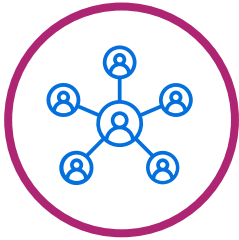
Long-term condition (cont'd)	Number of responses	Proportion of responses
Heart problem	15	2%
Joint problem	25	3%
Kidney or liver disease	8	1%
Learning disability	41	5%
Mental health condition	21	3%
Neurological condition, such as epilepsy	27	4%
Other long-term condition	85	11%
No other long-term condition	408	54%
Not given	66	9%
Total†	951	127%

† This is a multiple choice question and therefore the total number of responses may be more than the total number of respondents.

5 National results



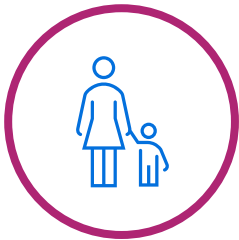
5.1 Overall care



This section shows responses to the overall care questions by various subgroups. Further information about how subgroups were determined can be found in the Technical Document, available on the [survey website](#). Please take care when drawing conclusions from results based on small numbers of responses.



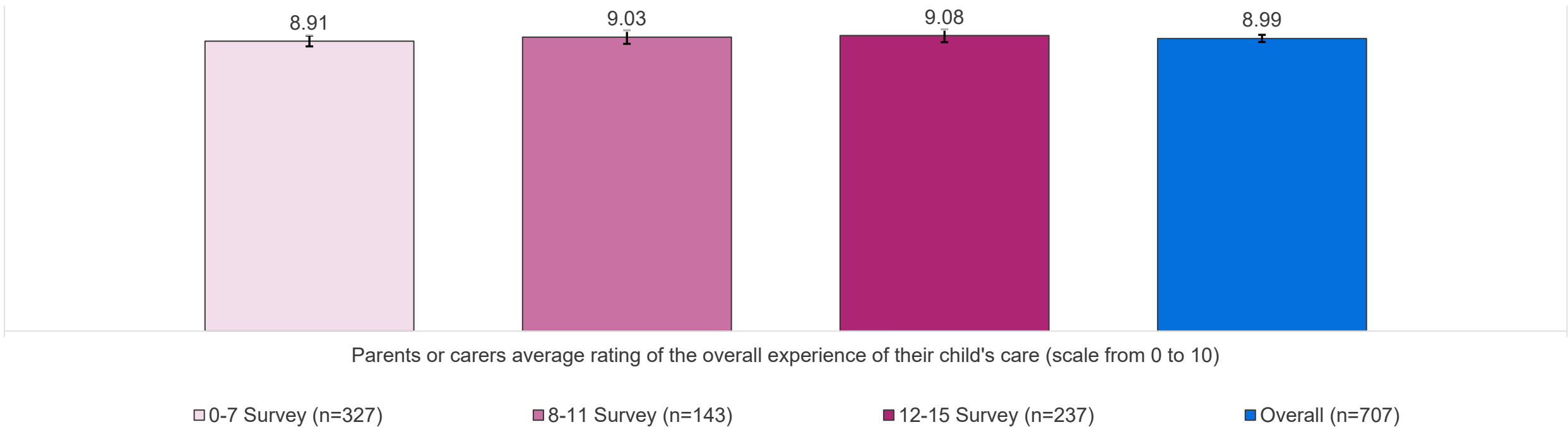
A breakdown of all survey questions and scores to each question by each subgroup can be found in the National Excel Data Tables, available on the [survey website](#) and in an [interactive dashboard](#).



Questions asking about overall care were structured differently for children and parents or carers, and therefore they are not comparable:

- Children aged 8 and over were asked how well they were looked after for their cancer or tumour by healthcare staff and were given the options Very well, Quite well, OK, Not very well and Not at all well.
- Parents and carers of all age groups were asked to rank their child's overall care on a scale of 0 (very poor) to 10 (very good). These rankings have been grouped into 8-10 (good), 4-7, and 0-3 (poor).

Overall, please rate your child's cancer or tumour care from 0 (very poor) to 10 (very good)



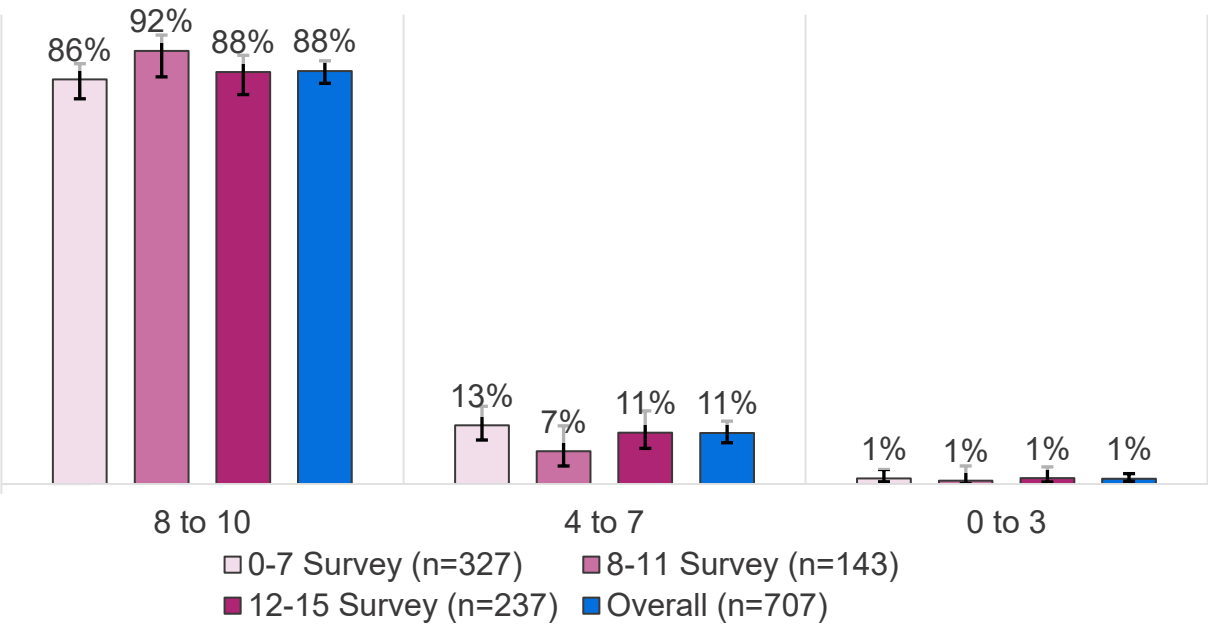
Parents or carers average rating of the overall experience of their child's care (scale from 0 to 10)

8.99 was the average parent or carer rating of the overall experience of their child's care (scale from 0 to 10). Average parent or carer ratings ranged from 8.91 to 9.08 across age groups.

Chart shows question X60_mean: Asked to parents or carers of all age groups. Total number of responses = 707

Overall care by survey type

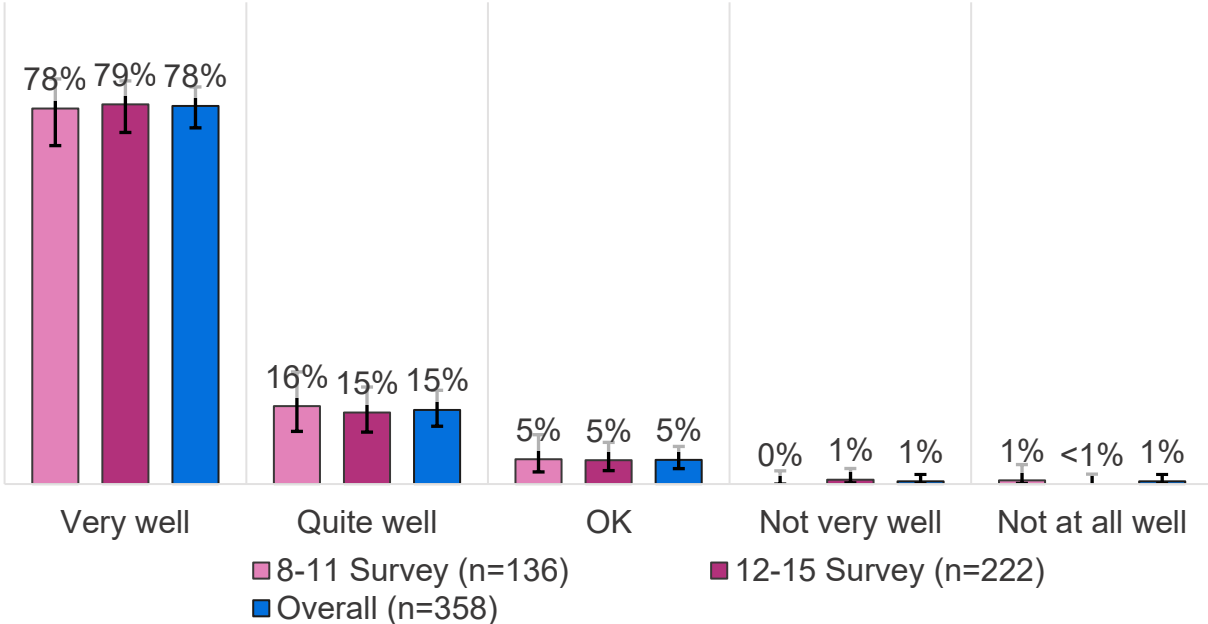
Overall, please rate your child's cancer or tumour care from 0 (very poor) to 10 (very good)



The percent of parents or carers rating their child’s overall care as 8 or more out of 10 ranged from 86% in the 0-7 survey to 92% in the 8-11 survey.

Chart shows question X60: Asked to parents or carers of all age groups. Total number of responses = 707

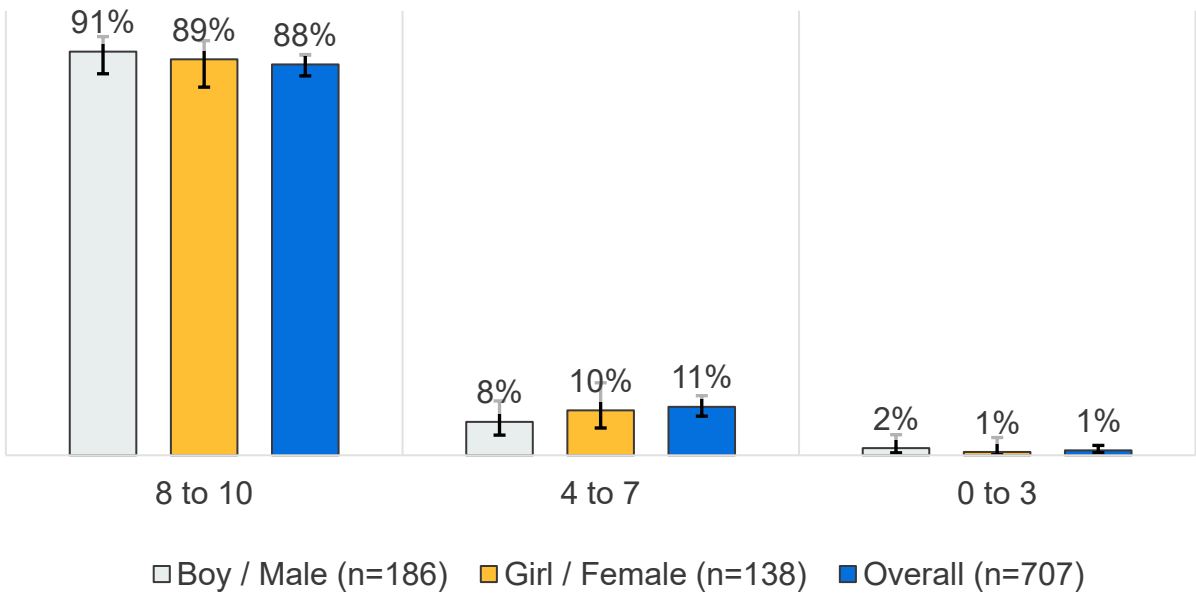
Overall, how well are you looked after for your cancer or tumour by the healthcare staff?



The percent of children reporting they were looked after very well ranged from 78% in the 8-11 survey to 79% in the 12-15 survey.

Chart shows question X61: Asked to all children aged 8-15. Total number of responses = 358

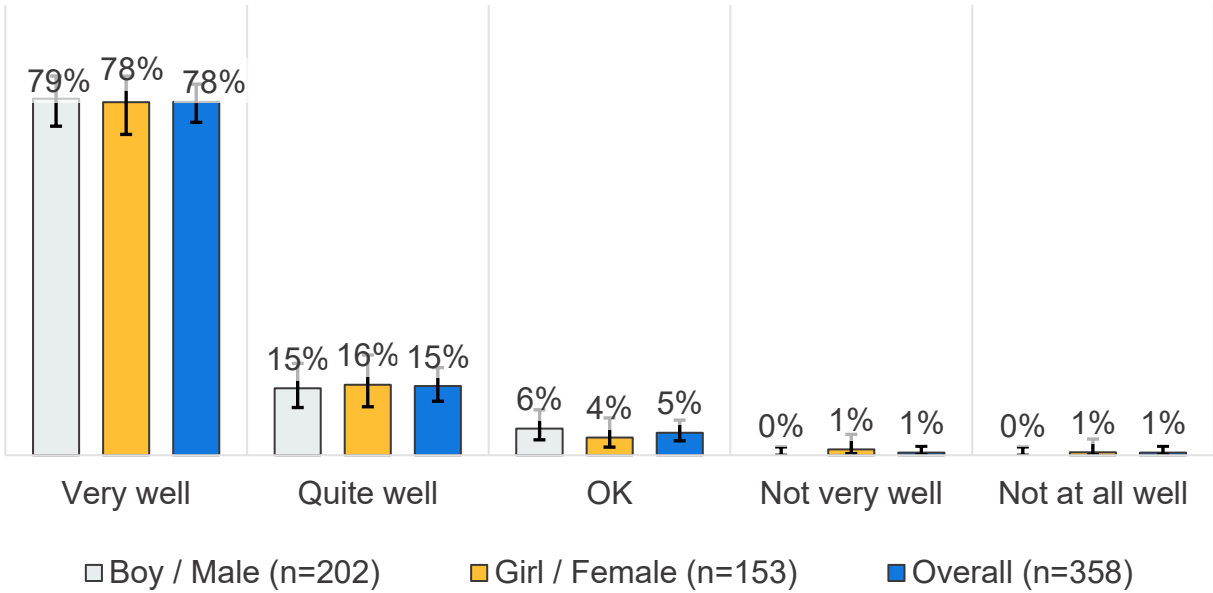
Overall, please rate your child's cancer or tumour care from 0 (very poor) to 10 (very good)



The percent of parents or carers rating their child's overall care as 8 or more out of 10 ranged from 89% for girls / females to 91% for boys / males.

Chart shows question X60: Asked to parents or carers of all age groups. Total number of responses = 707. Due to small numbers, results for 'I describe myself in another way', 'don't know' and 'prefer not to say' are not shown.

Overall, how well are you looked after for your cancer or tumour by the healthcare staff?

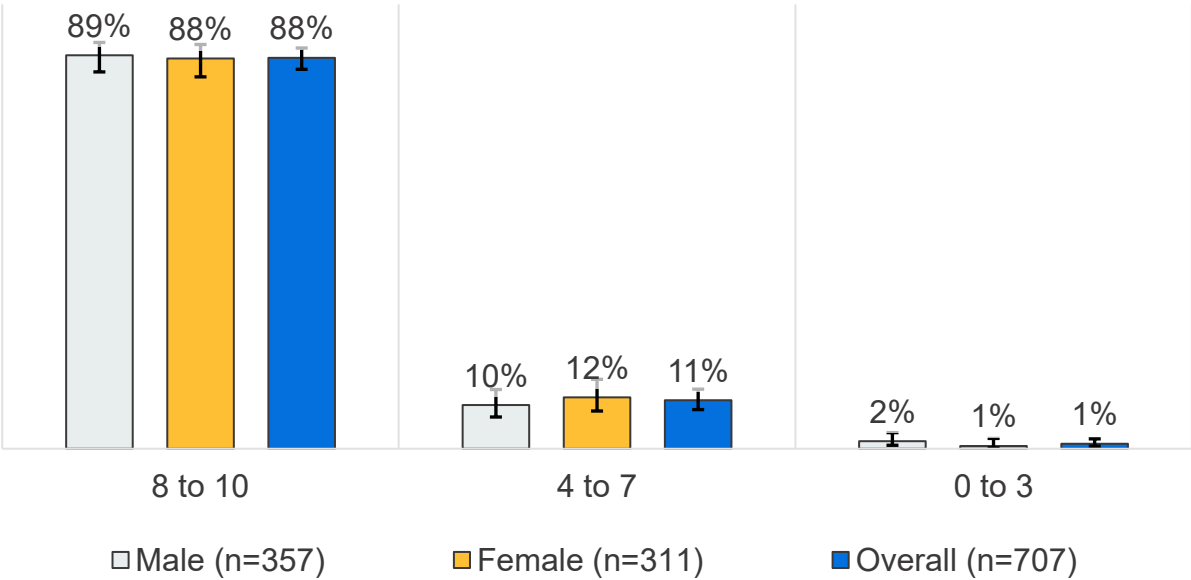


The percent of children reporting they were looked after very well ranged from 78% for girls / females to 79% for boys / males.

Chart shows question X61: Asked to all children aged 8-15. Total number of responses = 358. Due to small numbers, results for 'I describe myself in another way', 'don't know' and 'prefer not to say' are not shown.

Overall care by sex registered at birth

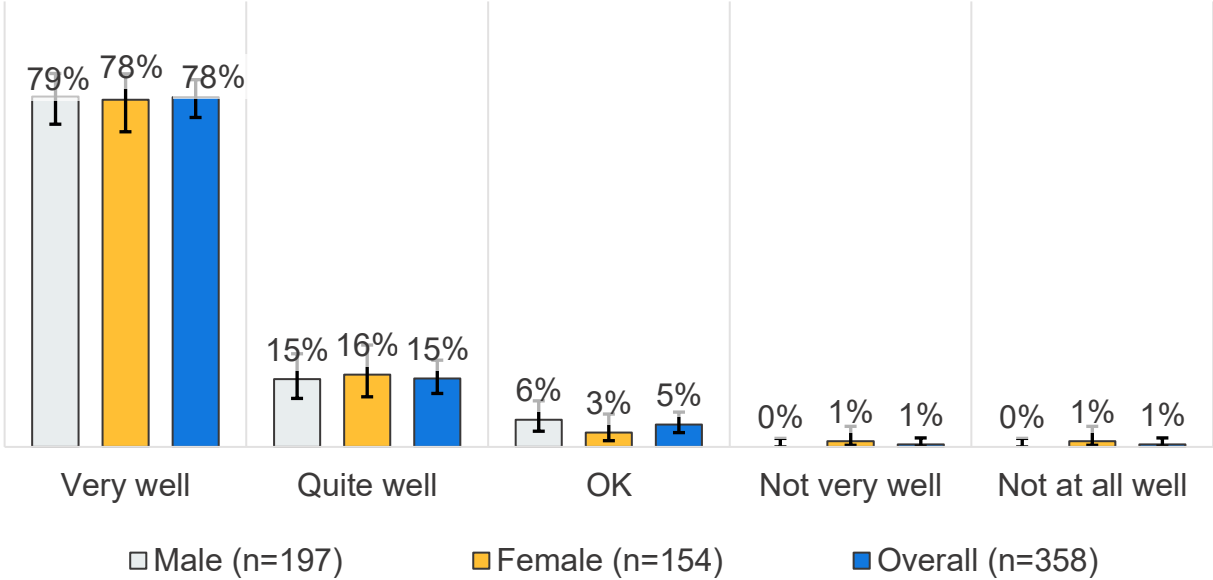
Overall, please rate your child's cancer or tumour care from 0 (very poor) to 10 (very good)



The percent of parents or carers rating their child's overall care as 8 or more out of 10 ranged from 88% for females to 89% for males.

Chart shows question X60: Asked to parents or carers of all age groups. Total number of responses = 707. Due to small numbers, results for 'prefer not to say' are not shown.

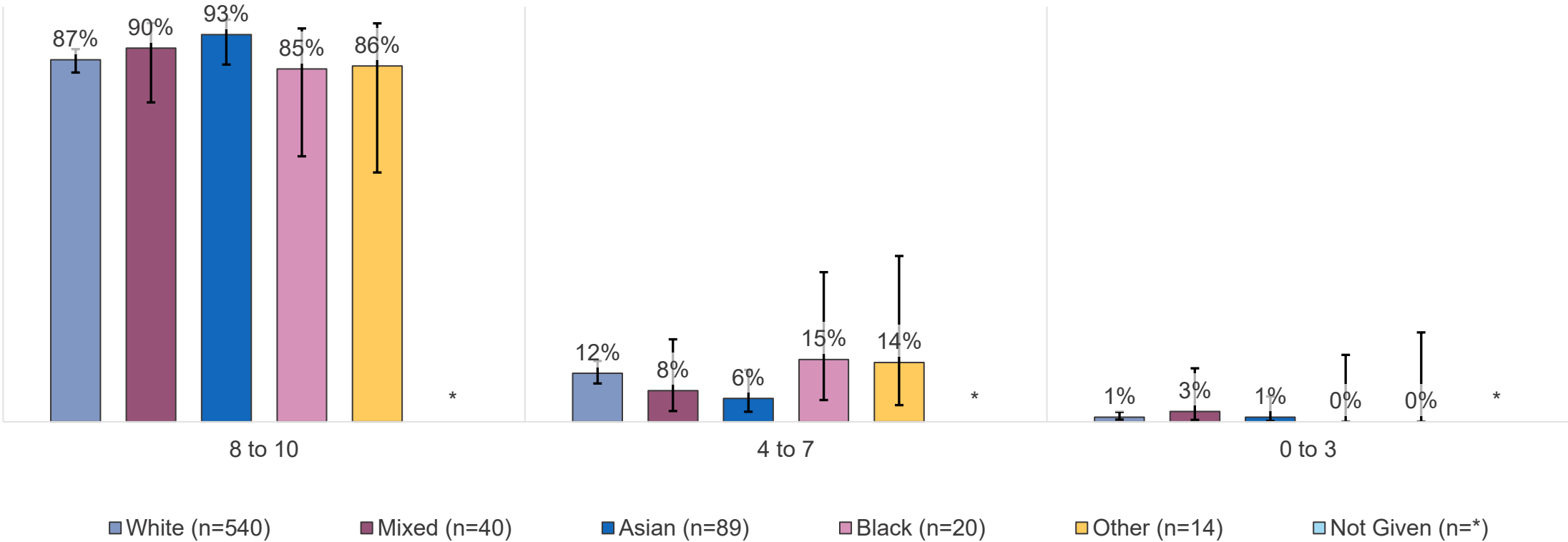
Overall, how well are you looked after for your cancer or tumour by the healthcare staff?



The percent of children reporting they were looked after very well ranged from 78% for females to 79% for males.

Chart shows question X61: Asked to all children aged 8-15. Total number of responses = 358. Due to small numbers, results for 'prefer not to say' are not shown.

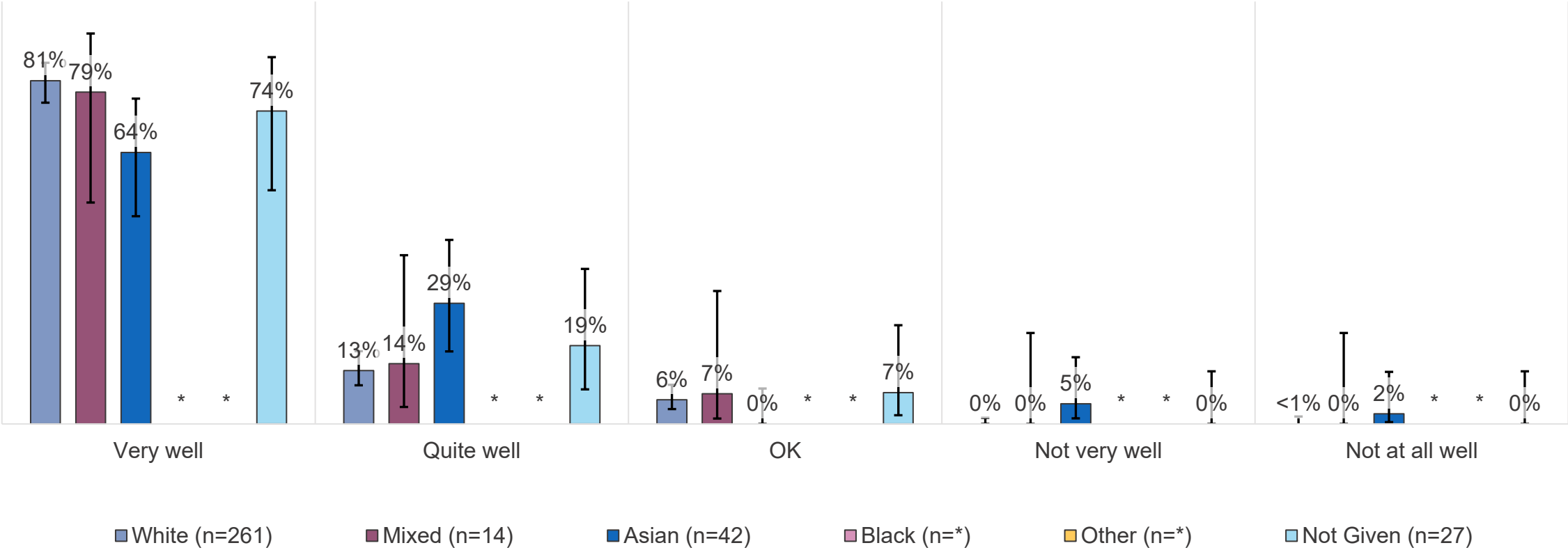
Overall, please rate your child's cancer or tumour care from 0 (very poor) to 10 (very good)



The percent of parents or carers rating their child's overall care as 8 or more out of 10 ranged from 85% for Black ethnic background to 93% for Asian ethnic background.

Chart shows question X60: Asked to parents or carers of all age groups. Total number of responses = 707

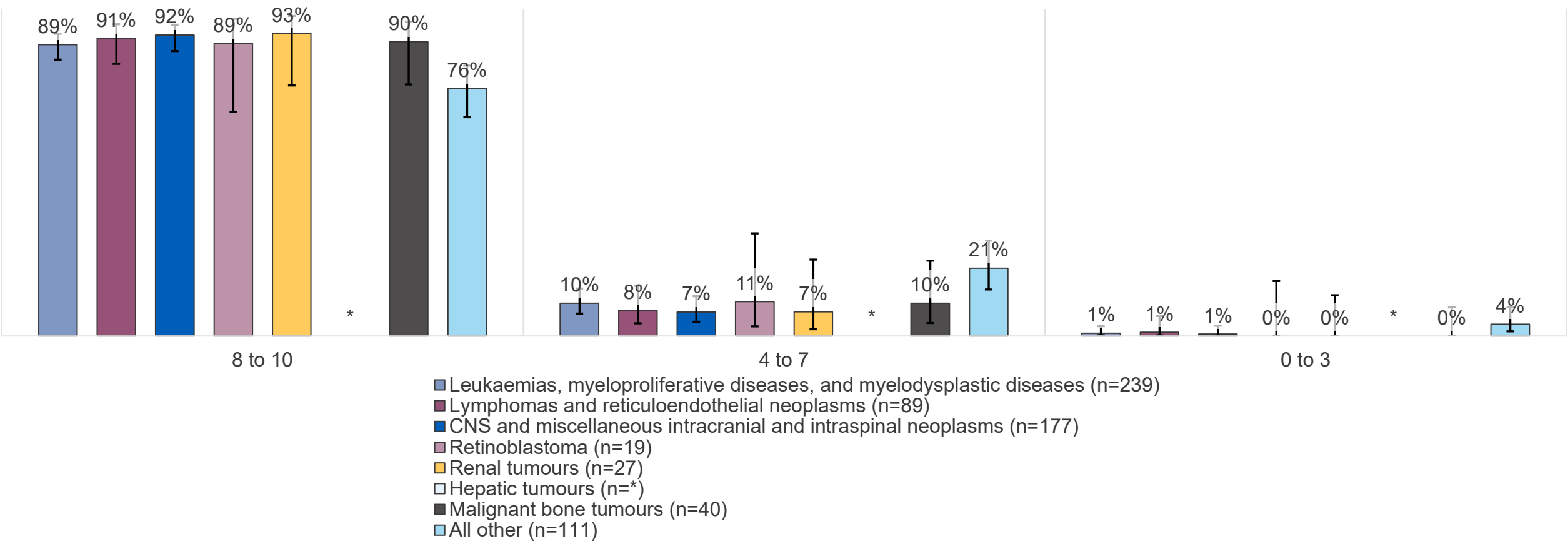
Overall, how well are you looked after for your cancer or tumour by the healthcare staff?



The percent of children reporting they were looked after very well ranged from 64% for Asian ethnic background to 81% for White ethnic background.

Chart shows question X61: Asked to all children aged 8-15. Total number of responses = 358

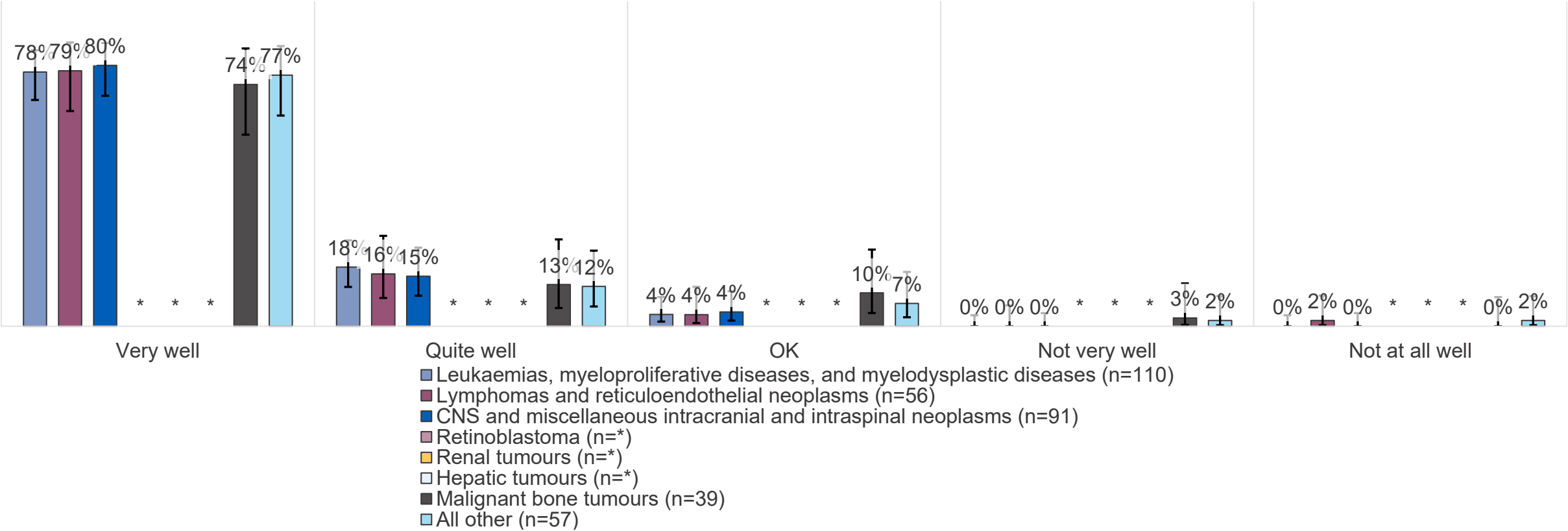
Overall, please rate your child's cancer or tumour care from 0 (very poor) to 10 (very good)



The percent of parents or carers rating their child's overall care as 8 or more out of 10 ranged from 76% for all other to 93% for renal tumours.

Chart shows question X60: Asked to parents or carers of all age groups. Total number of responses = 707

Overall, how well are you looked after for your cancer or tumour by the healthcare staff?

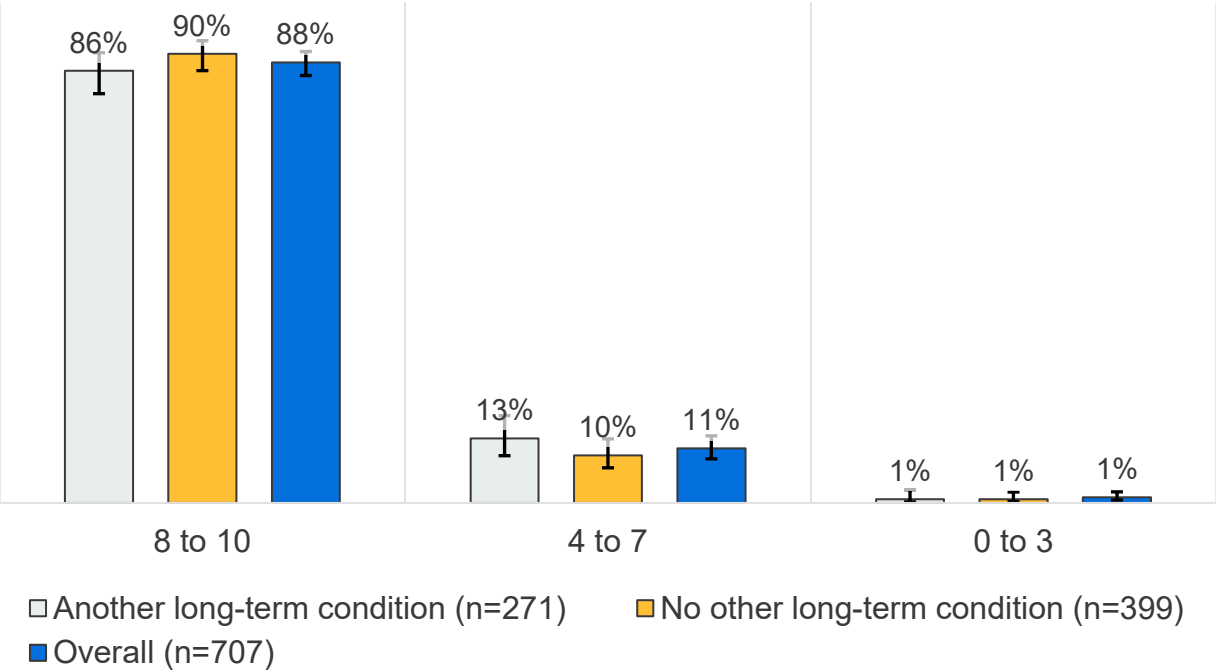


The percent of children reporting they were looked after very well ranged from 74% for malignant bone tumours to 80% for CNS and miscellaneous intracranial and intraspinal neoplasms.

Chart shows question X61: Asked to all children aged 8-15. Total number of responses = 358

Overall care by long-term condition status

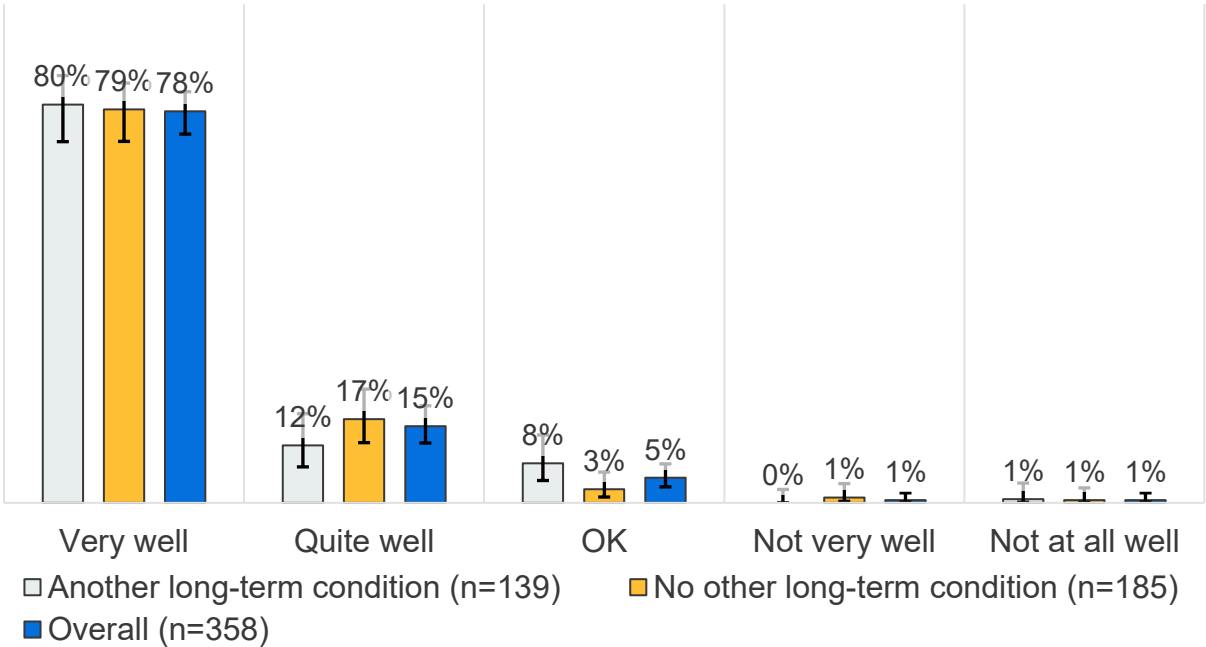
Overall, please rate your child's cancer or tumour care from 0 (very poor) to 10 (very good)



The percent of parents or carers rating their child's overall care as 8 or more out of 10 ranged from 86% for another long-term condition to 90% for no other long-term condition.

Chart shows question X60: Asked to parents or carers of all age groups. Total number of responses = 707

Overall, how well are you looked after for your cancer or tumour by the healthcare staff?

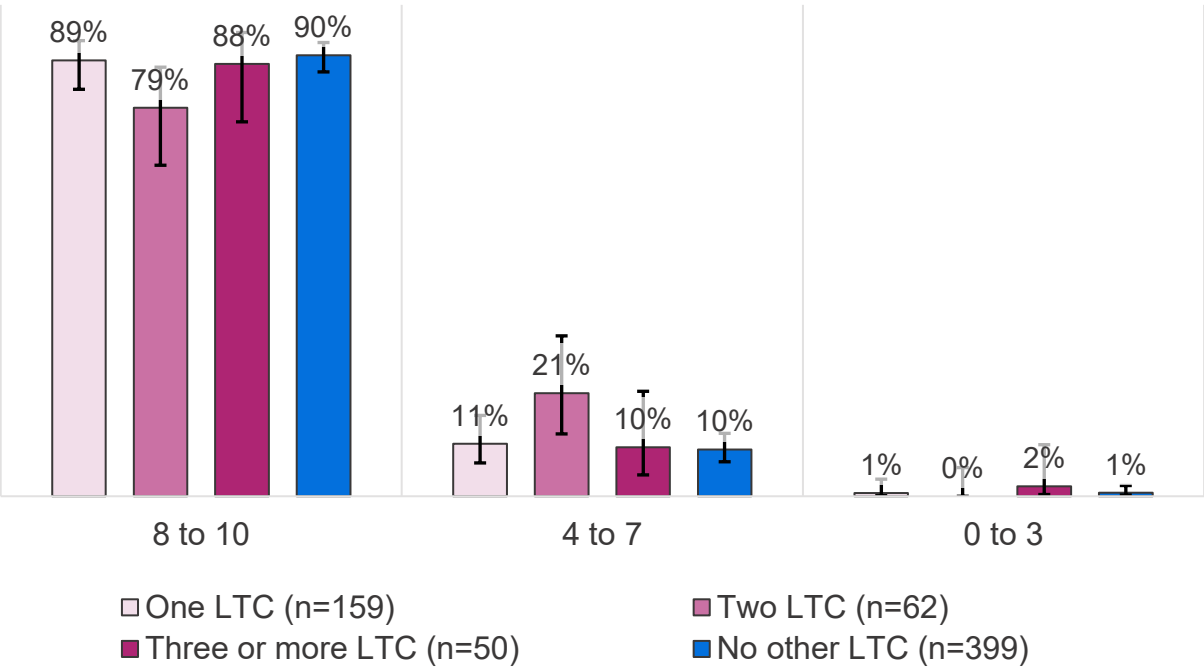


The percent of children reporting they were looked after very well ranged from 79% for no other long-term condition to 80% for another long-term condition.

Chart shows question X61: Asked to all children aged 8-15. Total number of responses = 358

Overall care by number of long-term conditions

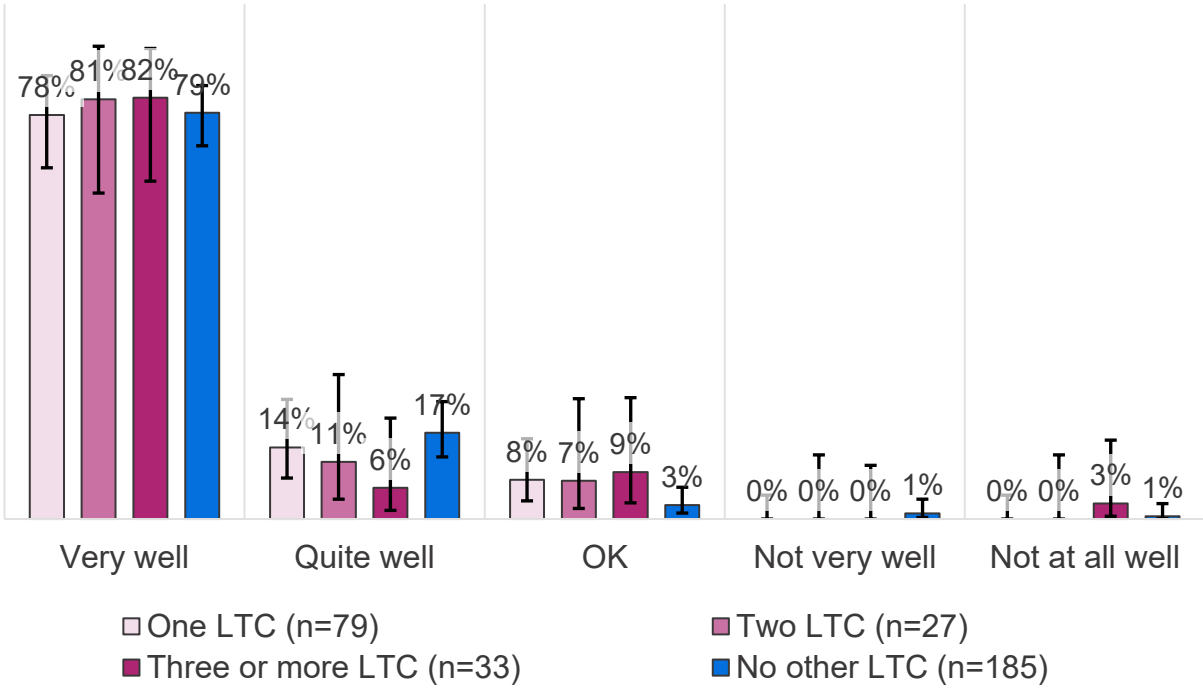
Overall, please rate your child's cancer or tumour care from 0 (very poor) to 10 (very good)



The percent of parents or carers rating their child’s overall care as 8 or more out of 10 ranged from 79% for two long-term conditions to 90% for no other long-term condition.

Chart shows question X60: Asked to parents or carers of all age groups. Total number of responses = 707

Overall, how well are you looked after for your cancer or tumour by the healthcare staff?

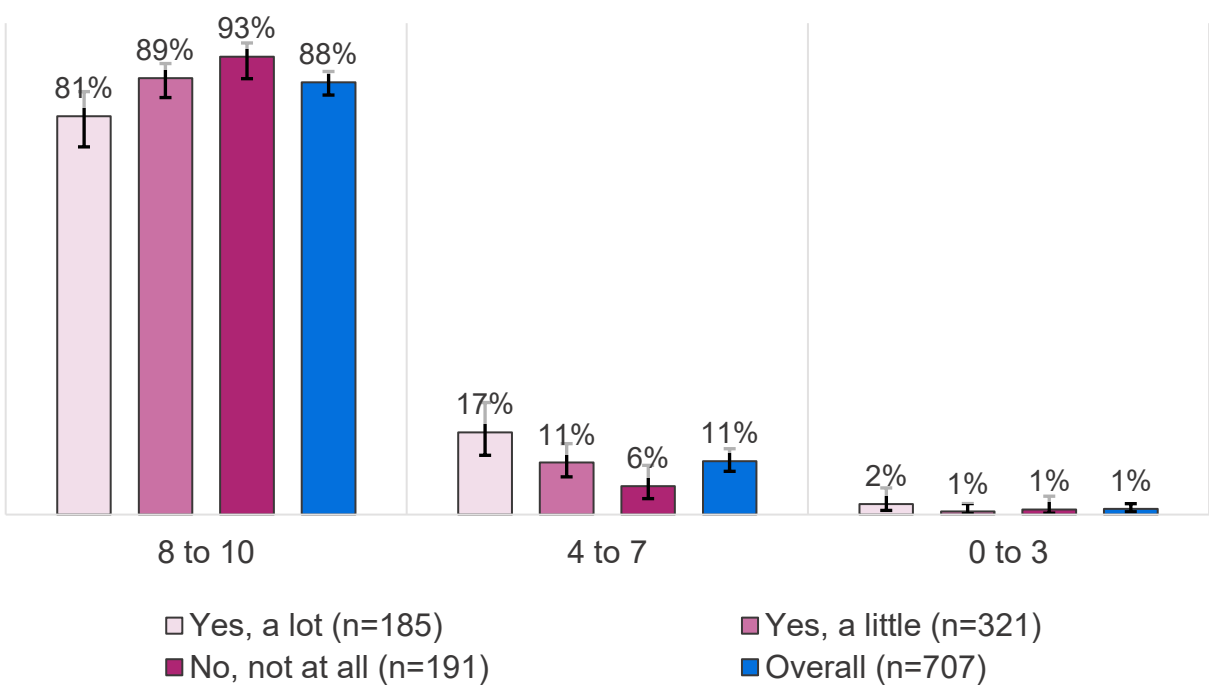


The percent of children reporting they were looked after very well ranged from 78% for one long-term condition to 82% for three or more long-term conditions.

Chart shows question X61: Asked to all children aged 8-15. Total number of responses = 358

Overall care by ‘Does the child’s long-term condition or cancer reduce their ability to carry out their day-to-day activities?’

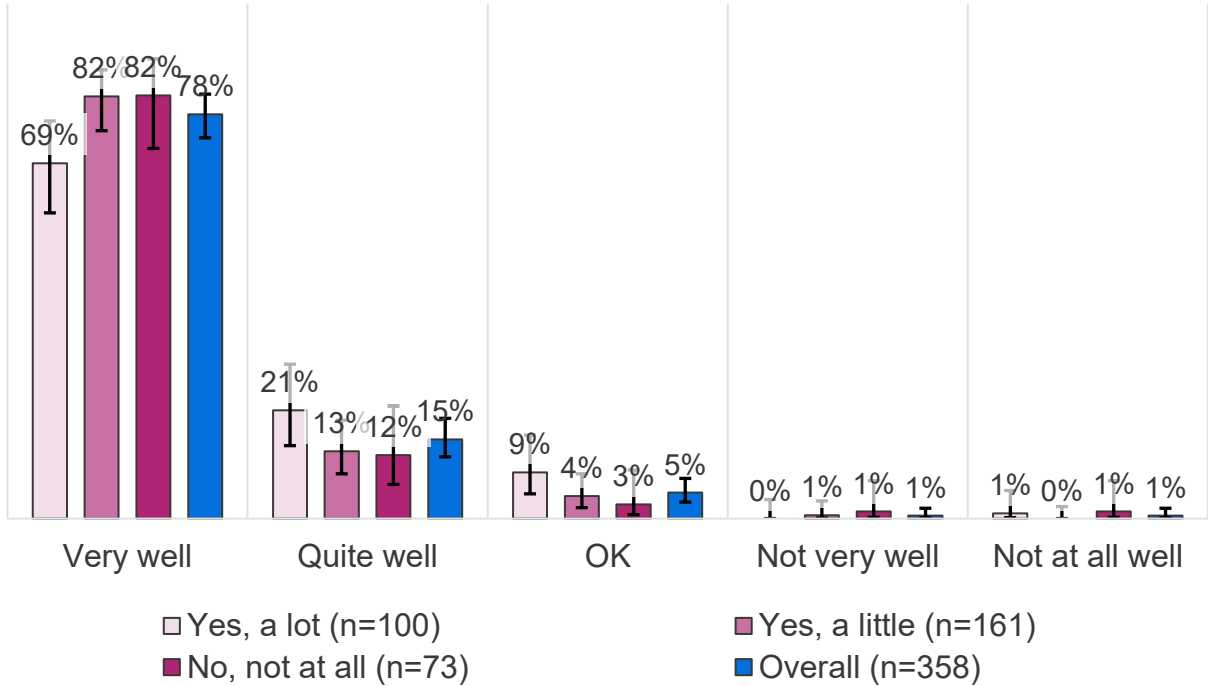
Overall, please rate your child's cancer or tumour care from 0 (very poor) to 10 (very good)



The percent of parents or carers rating their child’s overall care as 8 or more out of 10 ranged from 81% for those who responded 'Yes, a lot' to 93% for those who responded 'No, not at all'.

Chart shows question X60: Asked to parents or carers of all age groups. Total number of responses = 707

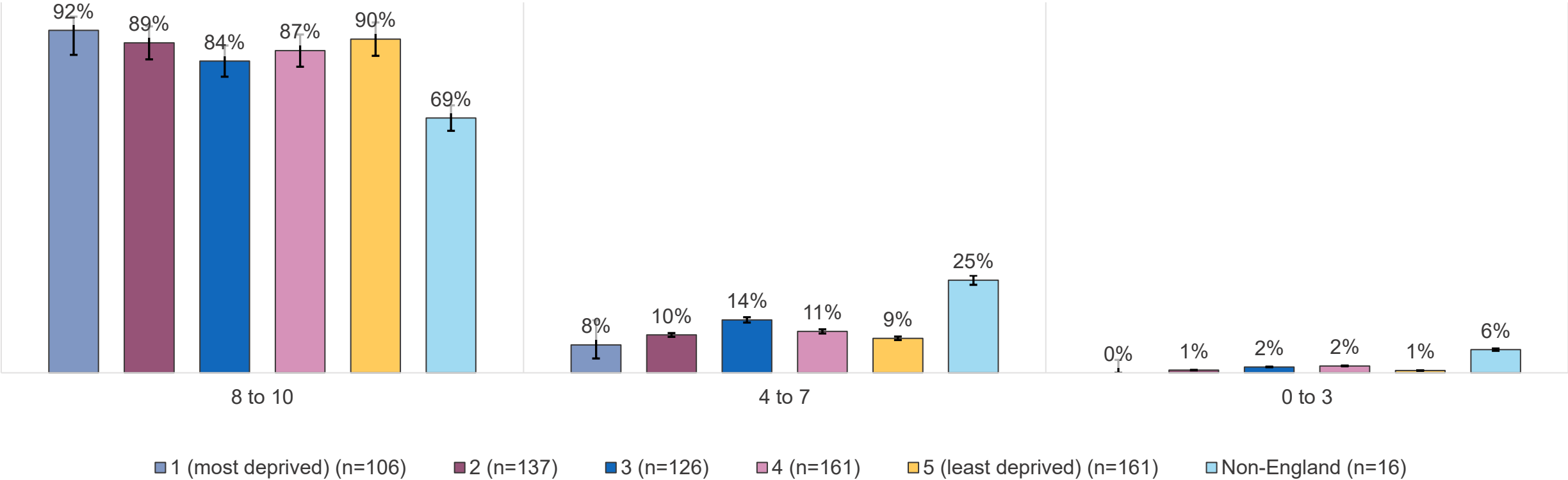
Overall, how well are you looked after for your cancer or tumour by the healthcare staff?



The percent of children reporting they were looked after very well ranged from 69% for those who responded 'Yes, a lot' to 82% for those who responded 'No, not at all'.

Chart shows question X61: Asked to all children aged 8-15. Total number of responses = 358

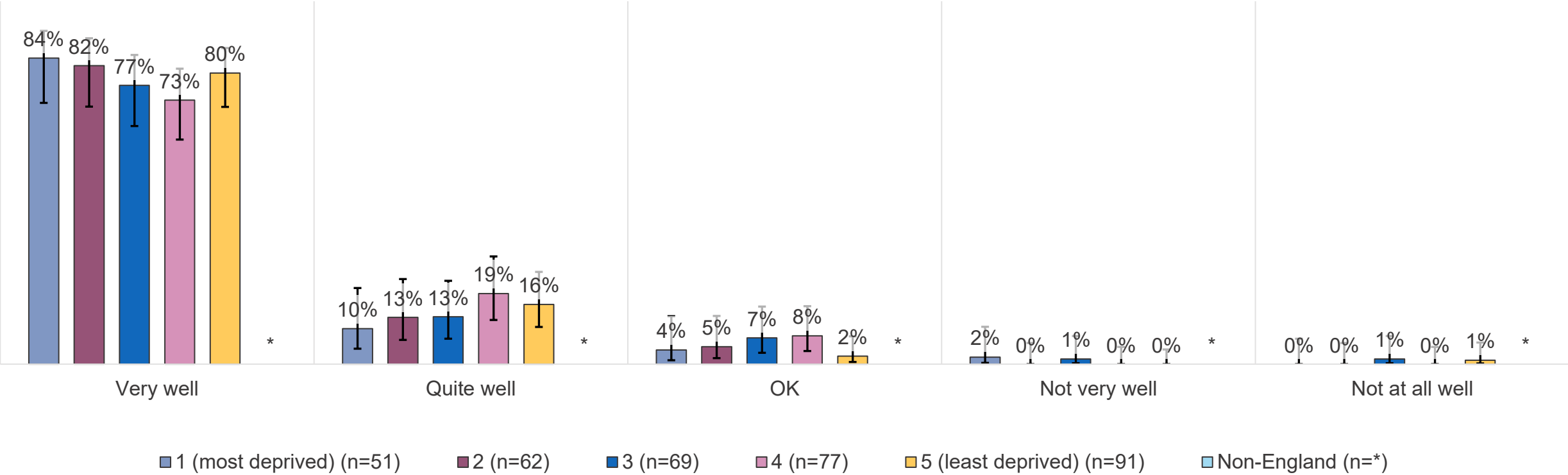
Overall, please rate your child's cancer or tumour care from 0 (very poor) to 10 (very good)



The percent of parents or carers rating their child's overall care as 8 or more out of 10 ranged from 69% for non-England to 92% for the most deprived.

Chart shows question X60: Asked to parents or carers of all age groups. Total number of responses = 707

Overall, how well are you looked after for your cancer or tumour by the healthcare staff?

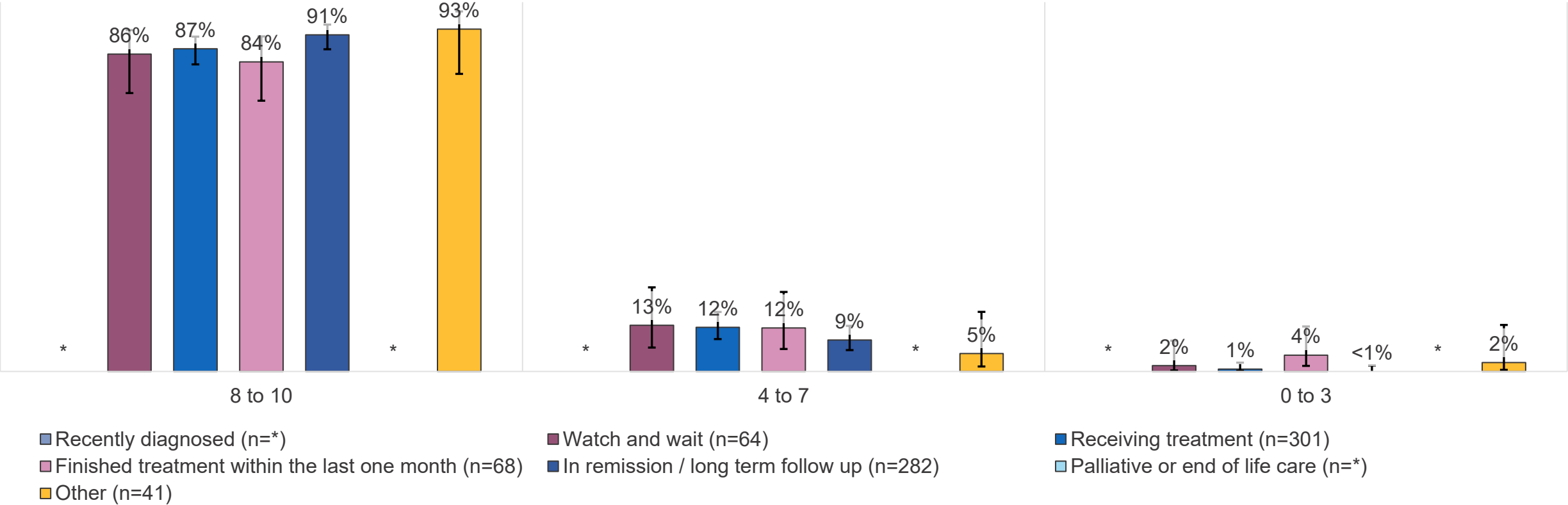


Children reporting that they were very well looked after by healthcare staff ranged from 73% for the fourth IMD quintile to 84% for the most deprived.

Chart shows question X61: Asked to all children aged 8-15. Total number of responses = 358

Overall care (parent or carer) by current care or treatment stage

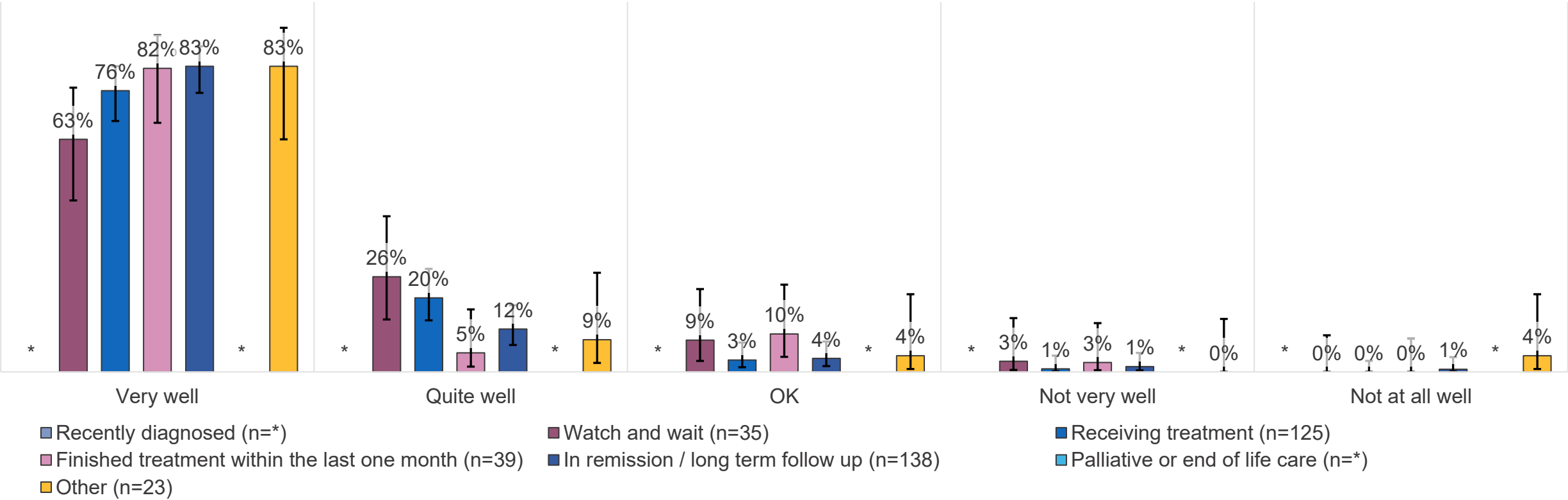
Overall, please rate your child's cancer or tumour care from 0 (very poor) to 10 (very good)



Parents or carers rating their child’s overall care as 8 or more out of 10 ranged from 84% for those who have finished treatment within the last one month to 93% for other.

Chart shows question X60: Asked to parents or carers of all age groups. Total number of responses = 707

Overall, how well are you looked after for your cancer or tumour by the healthcare staff?



The percent of children reporting they were looked after very well ranged from 63% for those in watch and wait to 83% for those in remission / long term follow up and 83% for other.

Chart shows question X61: Asked to all children aged 8-15. Total number of responses = 358

Hospitals working together



54% of parents, carers, and children reported that different hospitals providing cancer or tumour care always worked well together.

Question X57: Asked to parents or carers of children aged 0-11, and children aged 12-15. Total number of responses = 549

Travel to the hospital



65% of parents or carers reported that the hospital where their child received most of their care is about or under an hour's travel from their child's home.

Question X58: Asked to parents or carers of all age groups. Total number of responses = 714

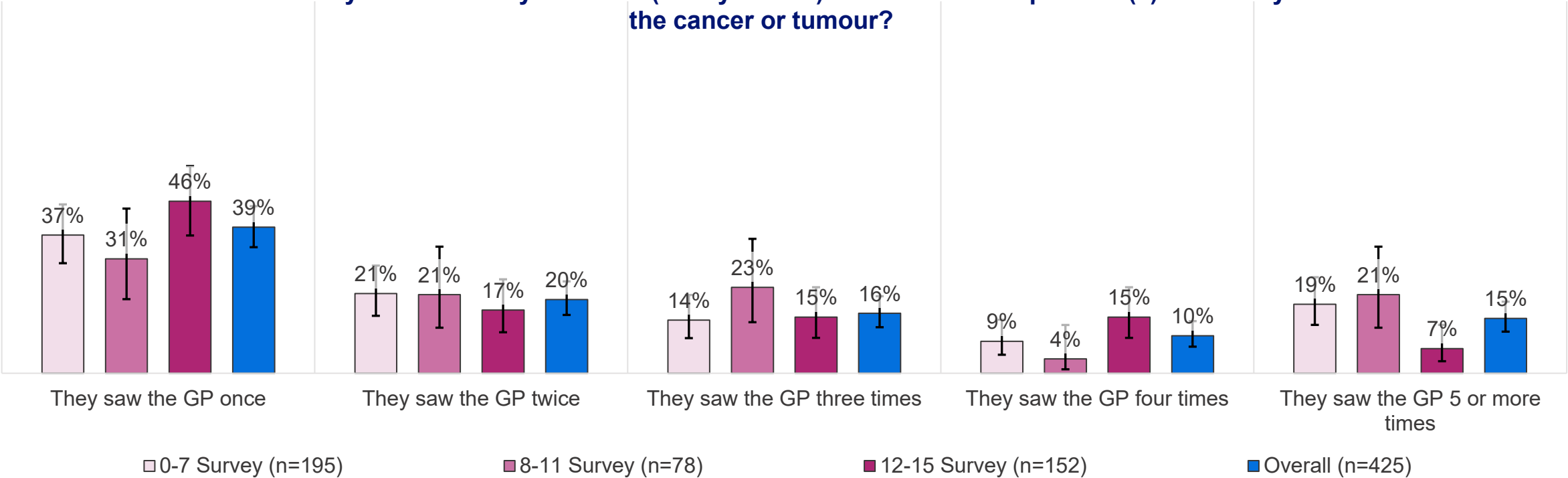


5.2

Finding out about the cancer or tumour

Visiting the GP

Before you were told your child needed to go to hospital about their cancer or tumour, how many times did they see a GP (family doctor) about the health problem(s) caused by the cancer or tumour?

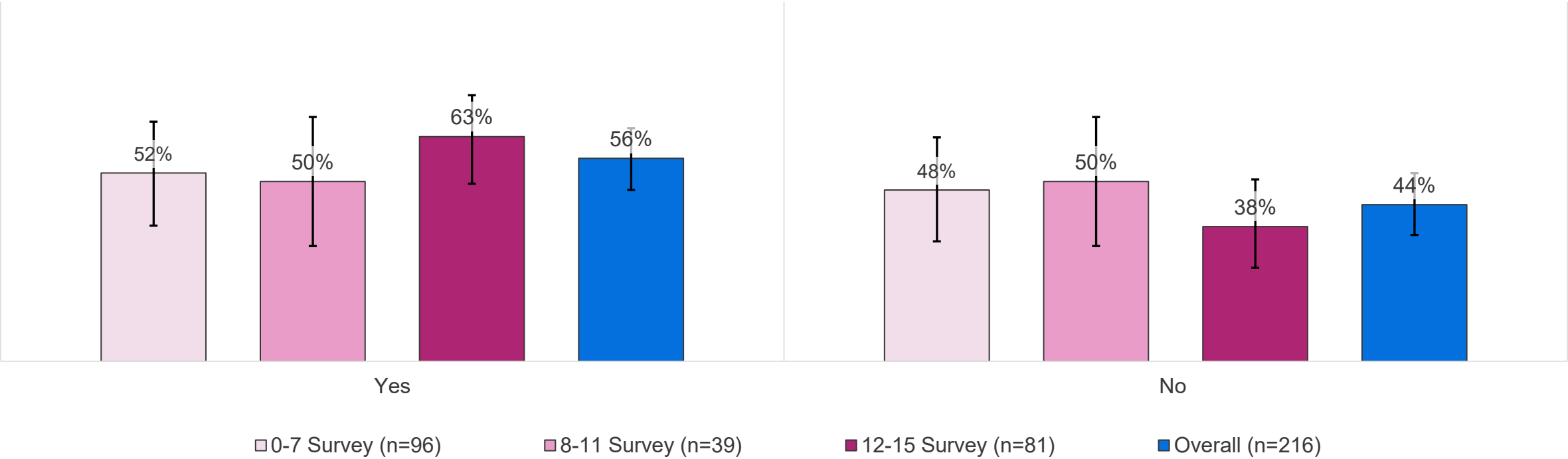


59% of parents or carers reported that their child saw a GP once or twice before they were referred to hospital.

Chart shows question X03: Asked to parents or carers of all age groups whose children were told they had cancer or a tumour. Total responses = 298 (excluding 113 responses of "None – they went straight to hospital" and 14 responses of "Don't know / can't remember")

Diagnosis

Did your child receive the mental health or psychological support they needed when they were diagnosed?

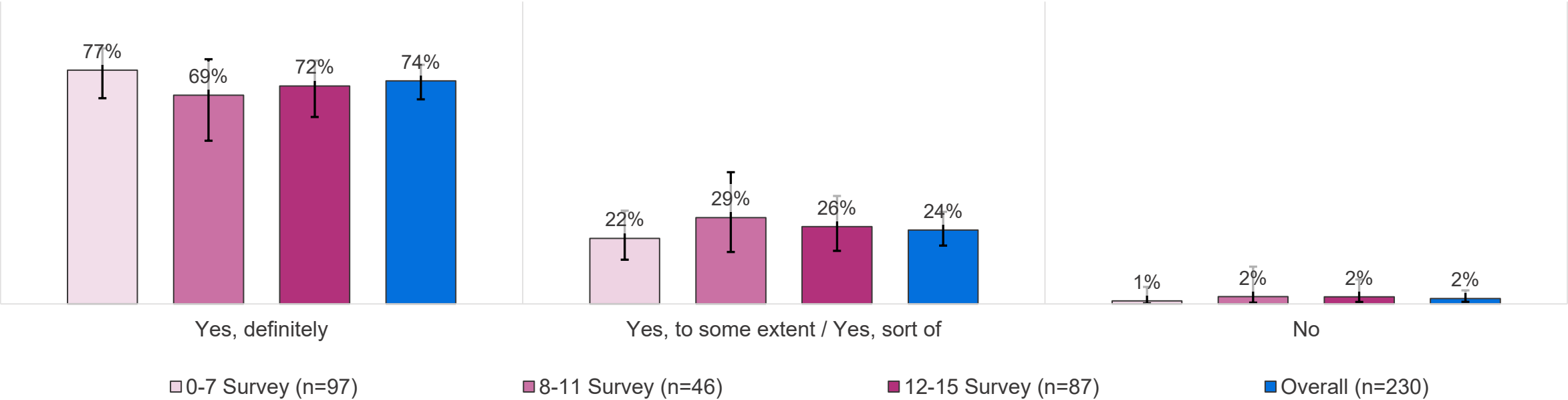


56% of parents or carers reported that their child received the mental health or psychological support they needed when they were diagnosed.

Chart shows question X07: Asked to parents or carers of all age groups. Total number of responses = 124 (excluding 5 responses of “Don't know / can't remember” and 87 responses of “They did not need this”)

Information

When you were told about your child's cancer or tumour, was information given in a way that you could understand? / When you were told about your cancer or tumour, was information given in a way that you could understand?

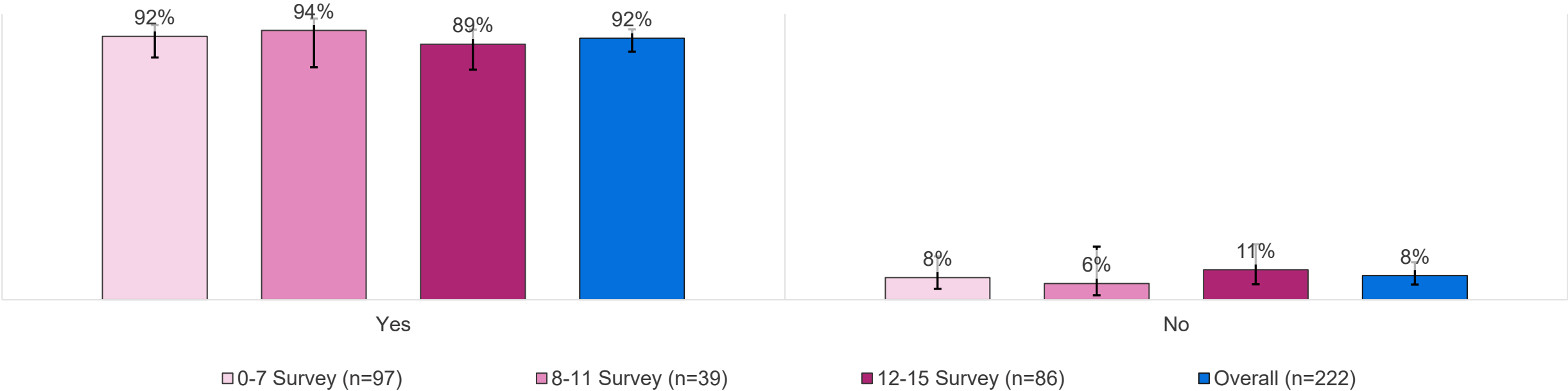


74% of parents, carers, and children reported that information at diagnosis was definitely given in a way they could understand.

Chart shows question X08: Asked to parents or carers of 0-7s who were told about their child's cancer or a tumour, and children aged 8-15 who were told they had cancer or a tumour. Total responses = 225 (excluding 5 responses of "Don't know / can't remember").

Information

Did hospital staff give you details for who to contact if you wanted more information after you were told about your child's cancer or tumour? / Did hospital staff give you details for who to contact if you wanted more information after you were told about your cancer or tumour?

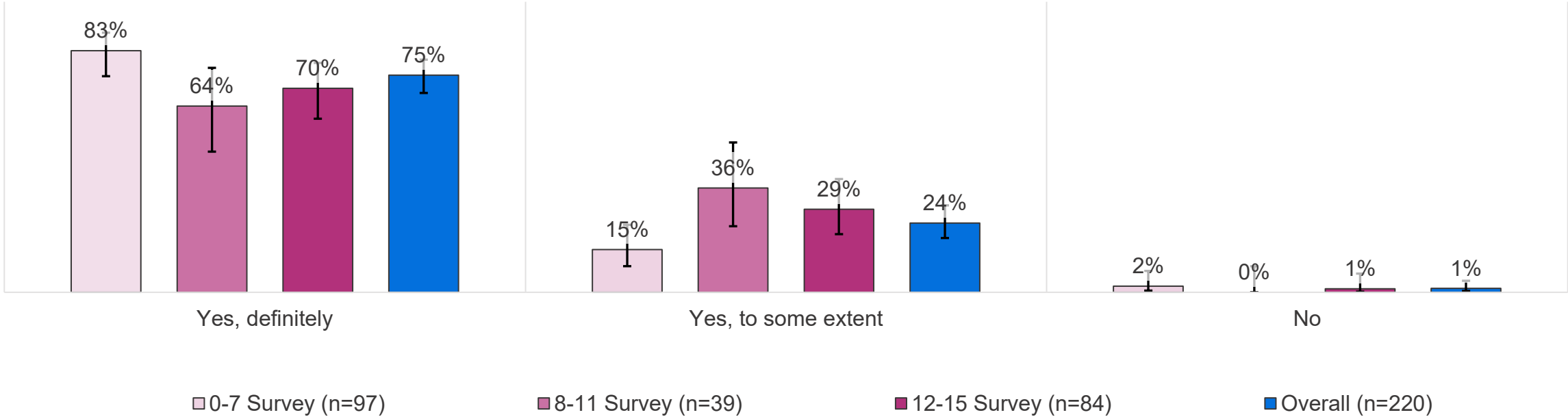


92% of parents, carers, and children reported that staff provided details about who to contact for more information after being told about the cancer or tumour.

Chart shows question X11: Asked to parents or carers of children aged 0-11 who were told about their child's cancer or a tumour, and children aged 12-15 who were told they had cancer or a tumour. Total responses = 201 (excluding 21 responses of "Don't know / can't remember").

Information

Have you been able to find the information that you need about your child's diagnosis?



75% of parents or carers reported that they were definitely able to find information about their child's diagnosis.

Chart shows question X10: Asked to parents or carers of all age groups who were told about their child's cancer or a tumour. Total responses = 218 (excluding 2 responses of "This was not needed").

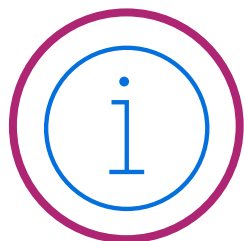
Answering questions



86% of parents, carers, and children reported that they were definitely able to have questions answered after being told about the cancer or tumour.

Question X09: Asked to parents or carers of 0-7s who were told about their child's cancer or a tumour, and children aged 8-15 who were told they had cancer or a tumour. Total number of responses = 222 (excluding 3 responses of "I did not have any questions" and excluding 5 response(s) of "Don't know / can't remember").

Information



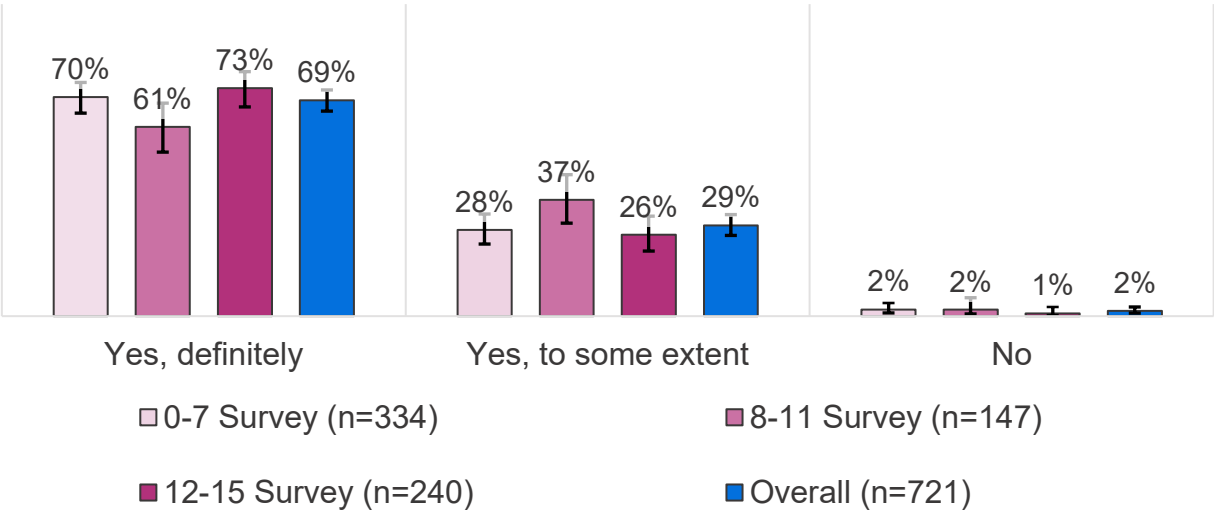
71% of parents or carers reported that they were definitely told about their child's cancer or tumour diagnosis in a sensitive way.

Question X06: Asked to parents or carers of all age groups who were told about their child's cancer or a tumour. Total number of responses = 213 (excluding 6 responses of "Don't know / can't remember").

5.3 **Child's care and treatment**

Medical history

Are hospital staff caring for your child aware of your child's medical history?

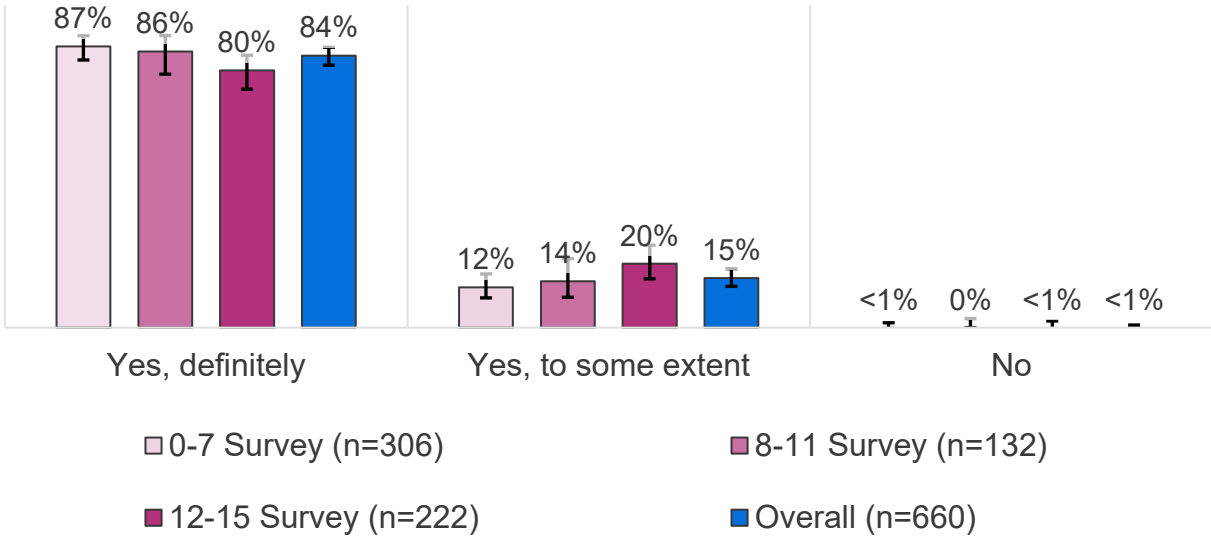


69% of parents or carers felt that hospital staff were definitely aware of their child's medical history.

Chart shows question X27: Asked to parents or carers of all age groups. Total responses = 708 (excluding 13 responses of "Don't know / Not applicable").

Information

Were you offered clear information about your child's treatment?

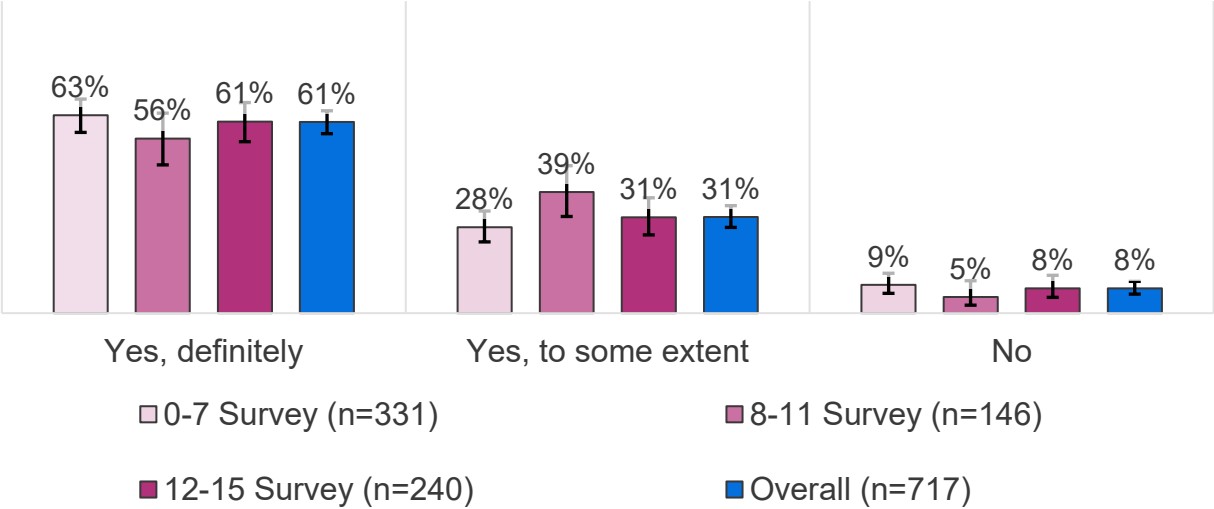


84% of parents or carers reported that they were definitely offered clear information about their child's treatment.

Chart shows question X36: Asked to parents or carers of all age groups whose children received treatment for their cancer or tumour. Total responses = 659 (excluding 1 responses of "This was not needed").

Support from the hospital

Do you have access to reliable help and support 7 days a week from the hospital?

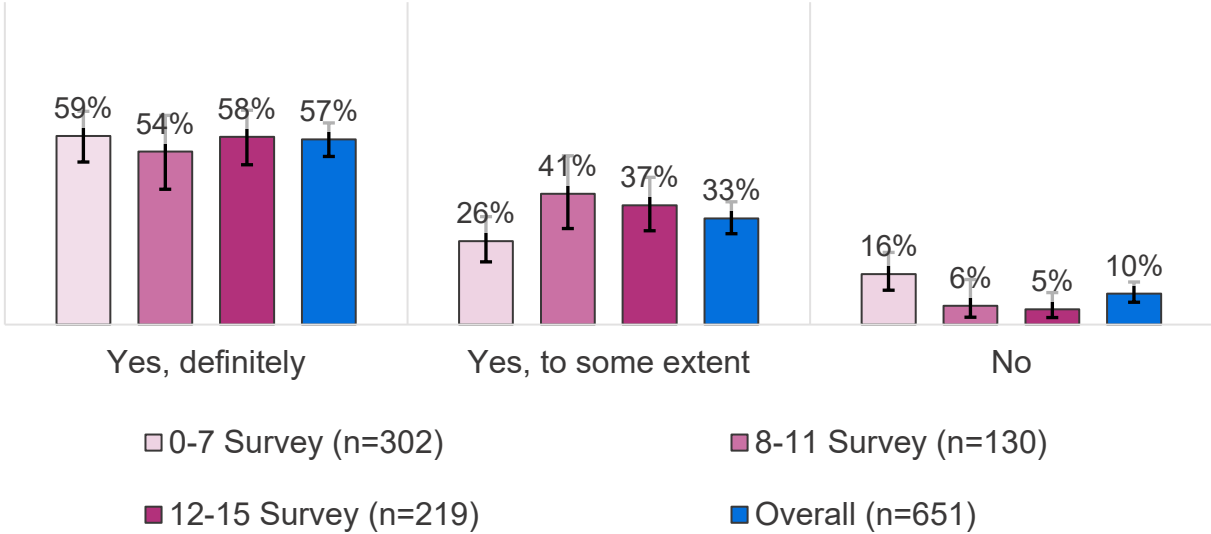


61% of parents or carers reported that they definitely had access to reliable help and support 7 days a week from the hospital.

Chart shows question X33: Asked to parents or carers of all age groups. Total responses = 671 (excluding 46 responses of “This is not needed”).

Support from the hospital

If your child's treatment has finished, did you receive enough ongoing support from the hospital after it ended?



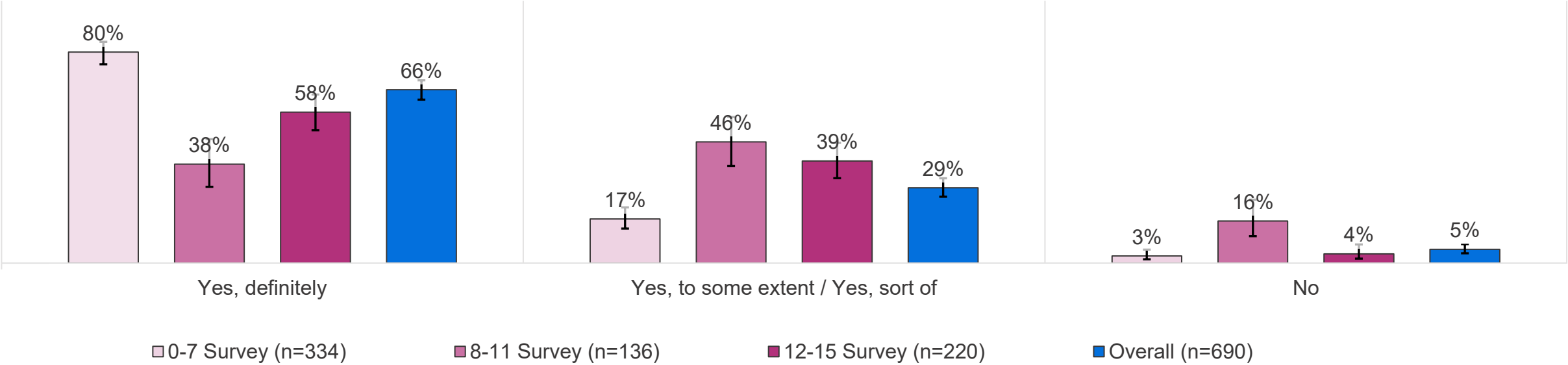
57% of parents or carers felt they definitely received enough ongoing support from the hospital after their child's treatment ended.

Chart shows question X39: Asked to parents or carers of all age groups whose children received treatment for their cancer or tumour. Total responses = 343 (excluding 28 responses of “Not applicable / this was not needed” and excluding 280 responses of “My child is still receiving treatment”).

Child's care and treatment

Decisions about care and treatment

Are you involved as much as you want to be in decisions about your child's care and treatment? / Do you have a say in deciding what happens with your care and treatment? / Are you involved in decisions about your care and treatment?



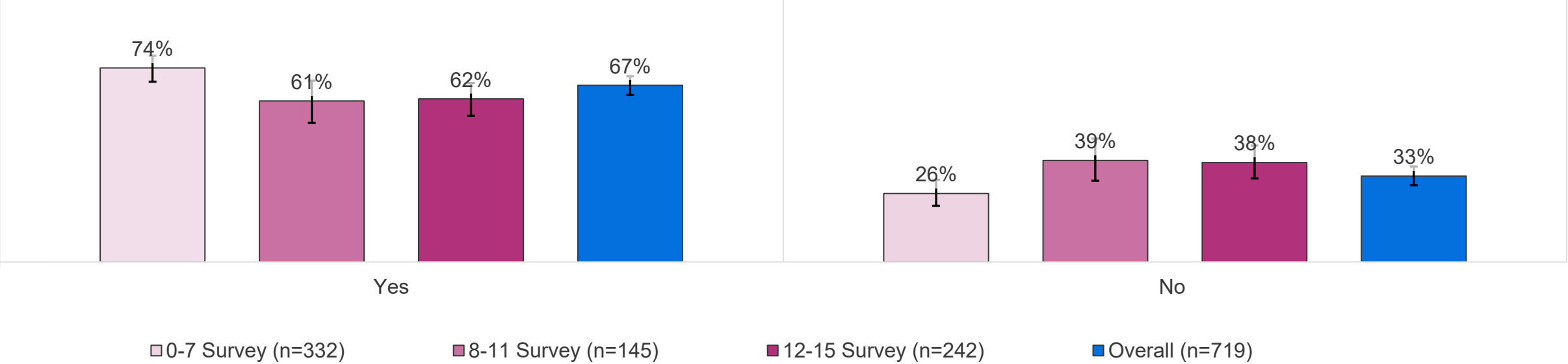
66% of parents, carers, and children felt they were definitely involved in their child's or their care and treatment.

Chart shows question X29: Asked to parents or carers of 0-7s and all children aged 8-15 . Total responses = 631 (excluding 34 responses of “No, but this is not needed” and 25 responses of “No, but this is not possible”).

Child's care and treatment

Decisions about care and treatment

Since your child's diagnosis, has anyone offered you the opportunity to take part in a clinical trial or other research (for example, testing new treatments, diagnostic techniques, or sharing data)?

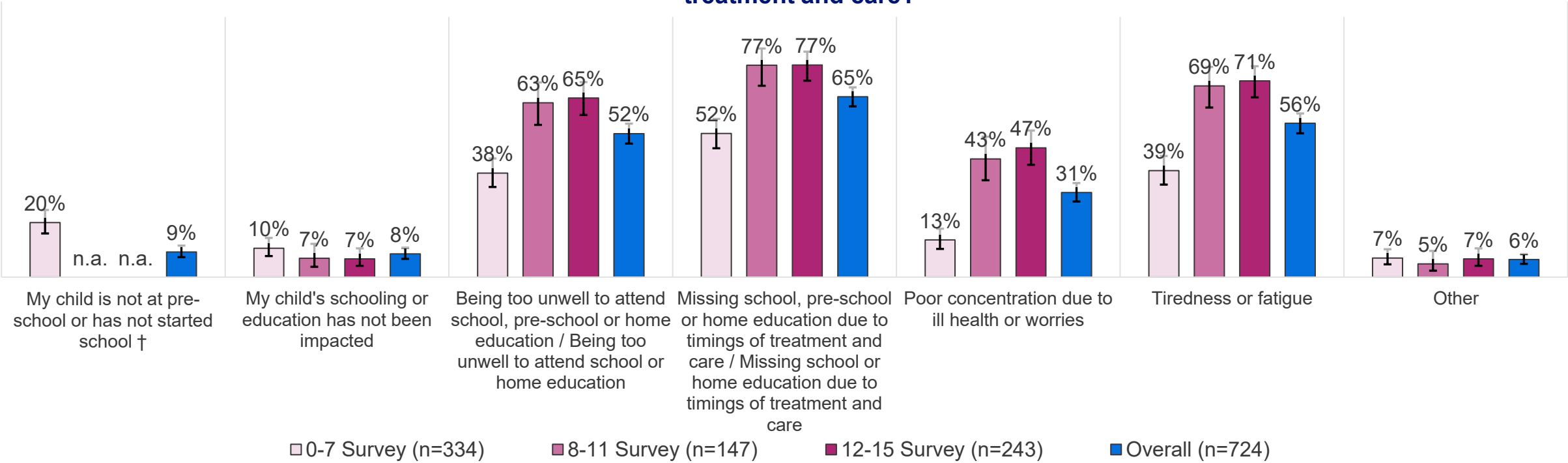


67% of parents or carers were offered the opportunity to take part in a clinical trial or other research.

Chart shows question X59: Asked to parents or carers of all age groups. Total responses = 663 (excluding 56 responses of "Don't know / can't remember").

Impact of care and treatment on schooling and education

Has your child's schooling and education (including pre-school) been impacted in any of the following ways by their treatment and care? / Has your child's schooling and education been impacted in any of the following ways by their treatment and care?



Across all surveys, parents or carers reported that missing school, pre-school or home education due to timings of treatment and care / missing school or home education due to timings of treatment and care had the greatest impact on their child's education.

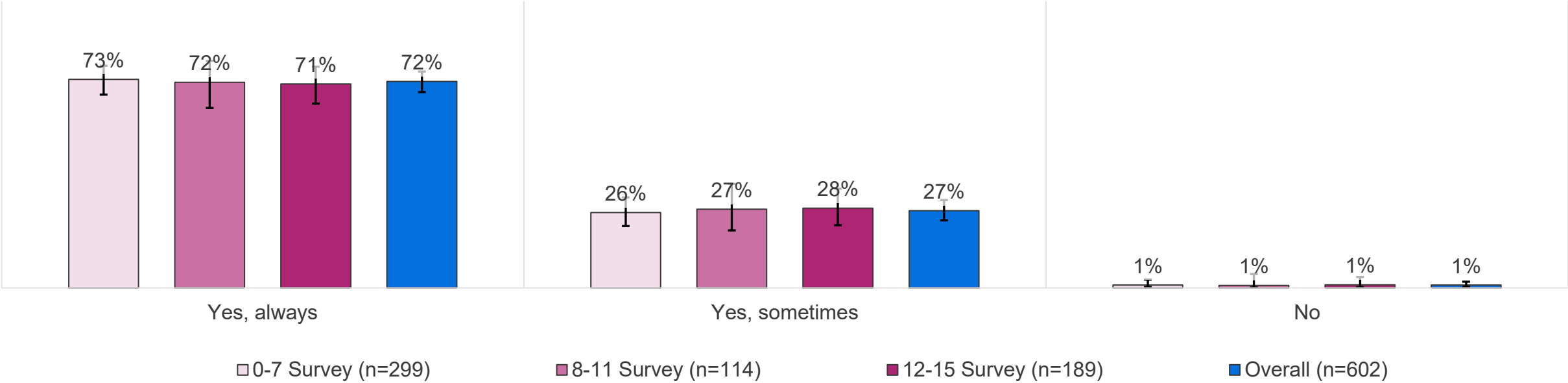
Chart shows question X30: Asked to parents or carers of all age groups. Total number of responses = 724.

† Response option was only asked to parents or carers of 0-7 years old.

5.4 Care in hospital

Staff availability in hospital

When your child was in hospital, were they able to get help from staff on the ward when they needed it? / Could you get help from staff on the ward when you needed it?

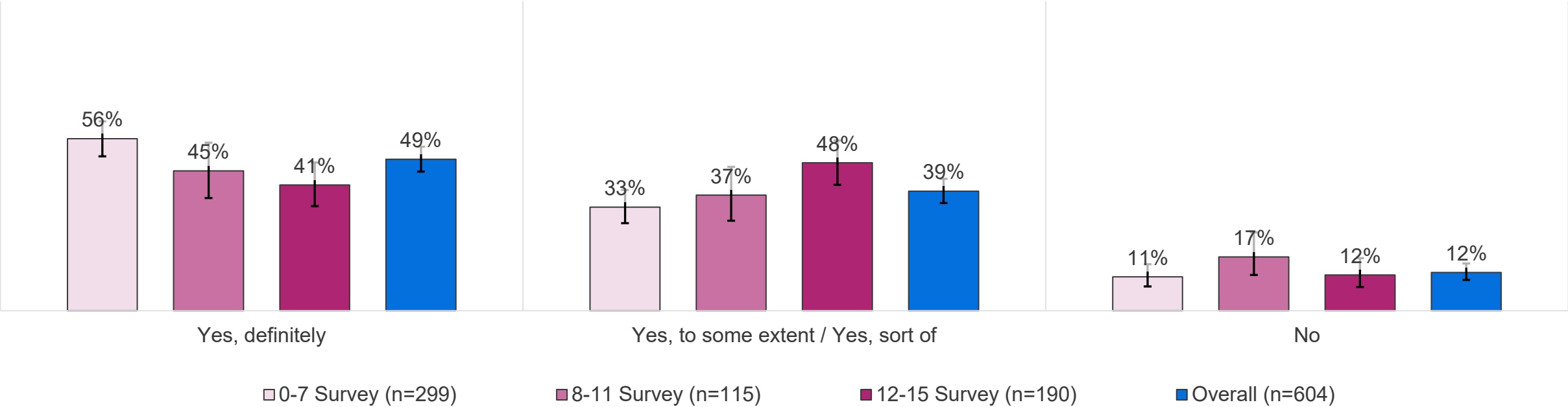


72% of parents, carers, and children felt that their child or they were always able to get help from staff on the hospital ward when they needed it.

Chart shows question X42: Asked to parents or carers of children aged 0-7 whose children stayed in hospital, and children aged 8-15 who have stayed in hospital (receiving treatment or care in the daytime or for an overnight stay). Total number of responses = 597 (excluding 3 responses of "They / I did not need any help" and 2 responses of "Don't know / can't remember").

Things for children to do in hospital

Were there enough things for your child to do in the hospital? / Were there enough things for you to do in the hospital?

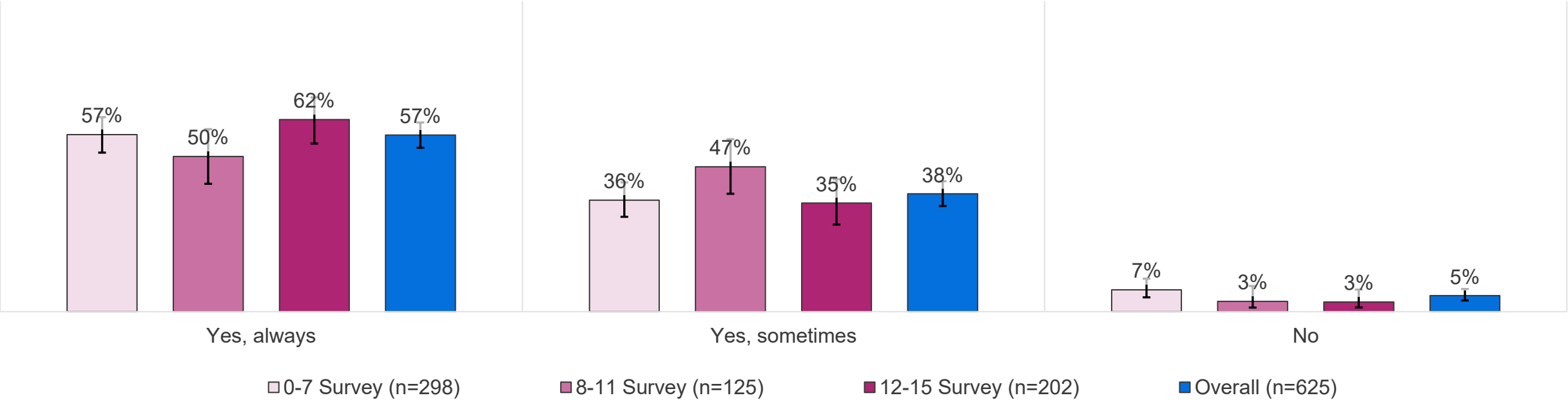


49% of parents, carers, and children felt there were definitely enough things for the child to do in the hospital.

Chart shows question X43: Asked to parents or carers of children aged 0-7 whose children stayed in hospital, and children aged 8-15 who stayed in hospital (receiving treatment or care in the daytime, or for an overnight stay). Total responses = 590 (excluding 14 responses of "This was not needed").

Play specialist support

Was play support available in hospital when your child needed it (i.e. from a Health Play Specialist who uses play and activities to support patients and/or prepare them for treatments)?

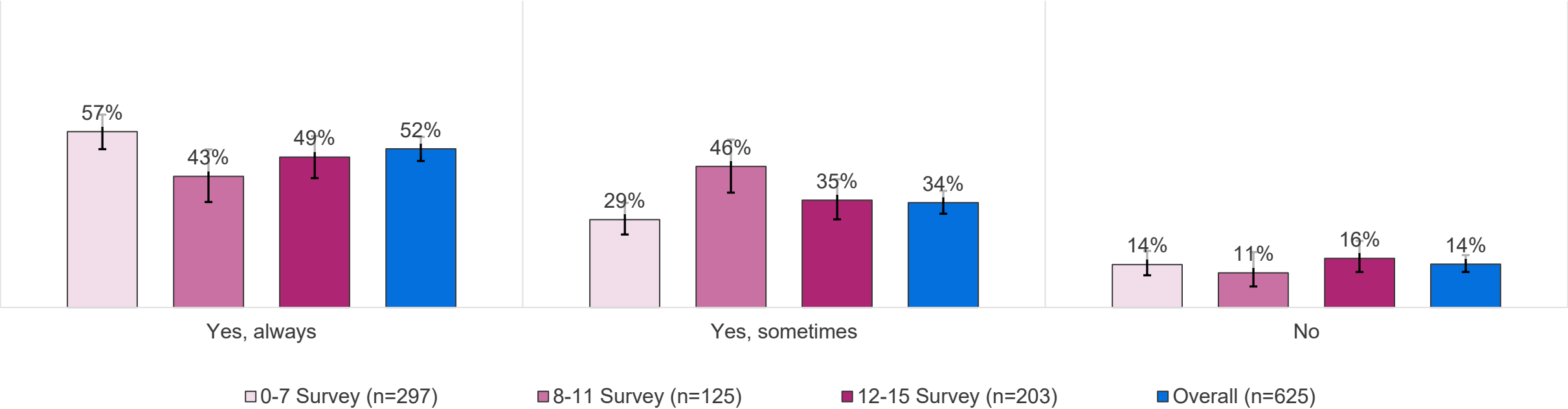


57% of parents or carers reported that the hospital always offered play specialist support when they needed it.

Chart shows question X46: Asked to parents or carers of all age groups whose children stayed in hospital (receiving treatment or care in the daytime, or for an overnight stay). Total responses = 564 (excluding 61 responses of “My child did not need this”).

Hospital Wi-Fi

Did the hospital Wi-Fi meet your and your child's needs?

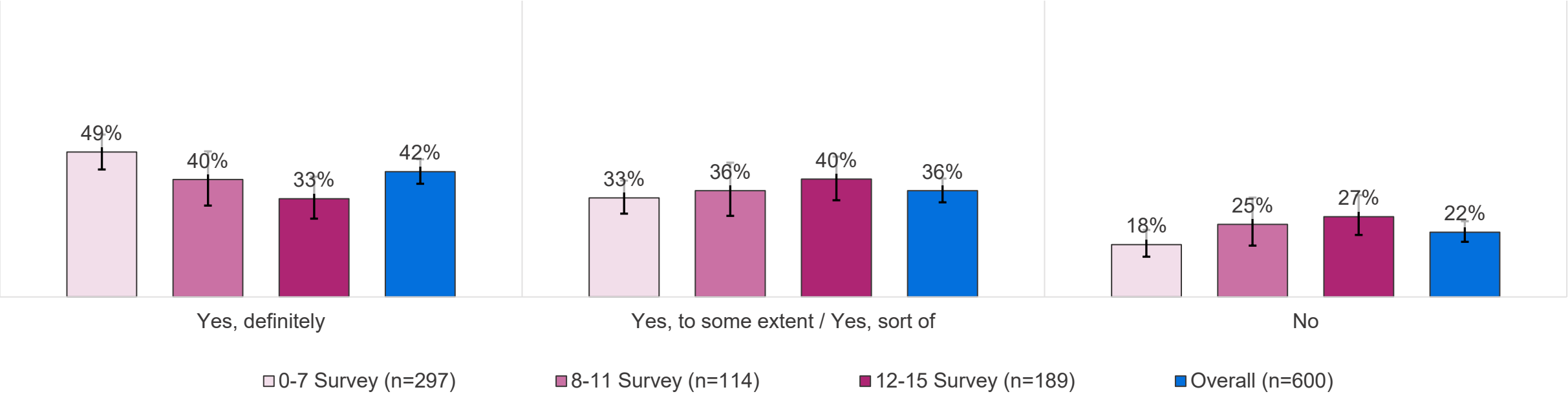


52% of parents or carers felt that the hospital Wi-Fi always met the needs of them and their child.

Chart shows question X51: Asked to parents or carers of all age groups whose children stayed in hospital (receiving treatment or care in the daytime or for an overnight stay). Total responses = 617 (excluding 8 responses of "This was not needed").

Hospital food

Was there a suitable choice of hospital food for your child? / Was there a suitable choice of hospital food?

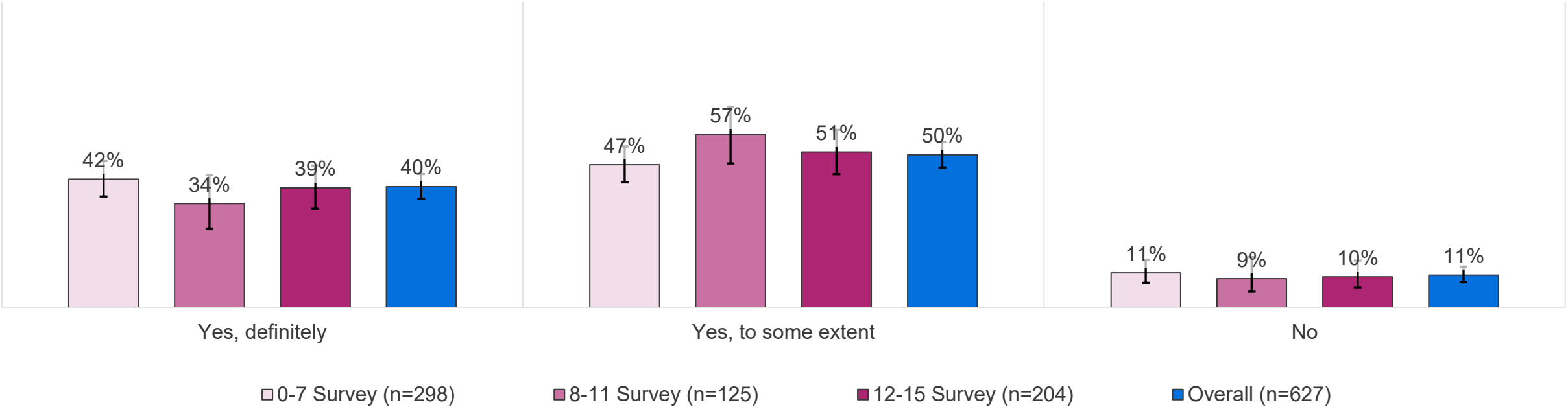


42% of parents, carers, and children felt that there was definitely a suitable choice of hospital food.

Chart shows question X44: Asked to parents or carers of children aged 0-7 whose children stayed in hospital, and children aged 8-15 who stayed in hospital (receiving treatment or care in the daytime, or for an overnight stay). Total responses = 544 (excluding 56 responses of "My child did not have hospital food / I did not have hospital food").

Hospital food

Were you able to prepare food in the hospital if you wanted to?

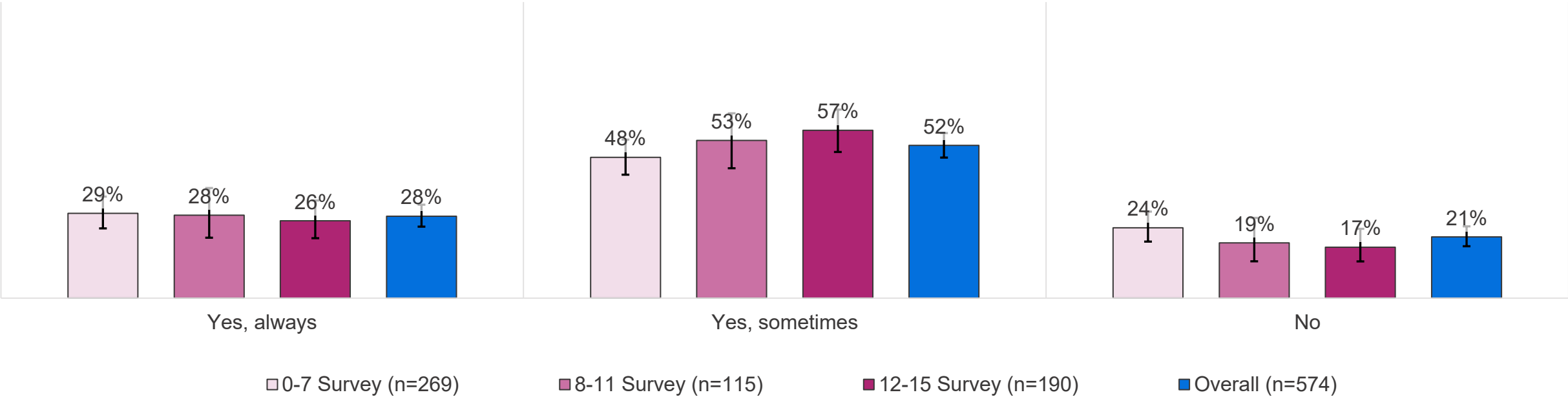


40% of parents or carers reported they were definitely able to prepare food in the hospital if they wanted to.

Chart shows question X50: Asked to parents or carers of all age groups whose children stayed in hospital (receiving treatment or care in the daytime or for an overnight stay). Total responses = 559 (excluding 68 responses of "I did not want to prepare food").

Hospital environment

Was it quiet enough for you to sleep in the hospital?



28% of parents, carers, and children reported that it was always quiet enough for them to sleep in the hospital.

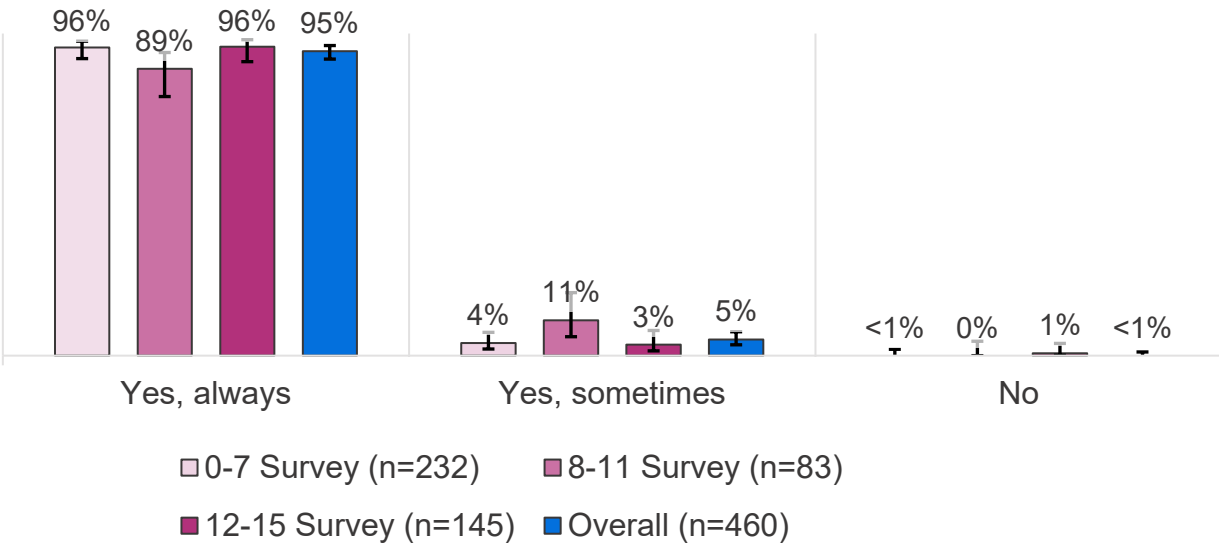
Chart shows question X49: Asked to parents or carers of children aged 0-7 whose children stayed in hospital and who stayed overnight with them, and children aged 8-15 who stayed in hospital (receiving treatment or care in the daytime or for an overnight stay). Total responses = 556 (excluding 18 responses of "I did not need to sleep in the hospital").

5.5

Care at home or at school

Bedside manner and trust

Were the nurses that came to your home or your child's school friendly? / Were the nurses that came to your home or school friendly?

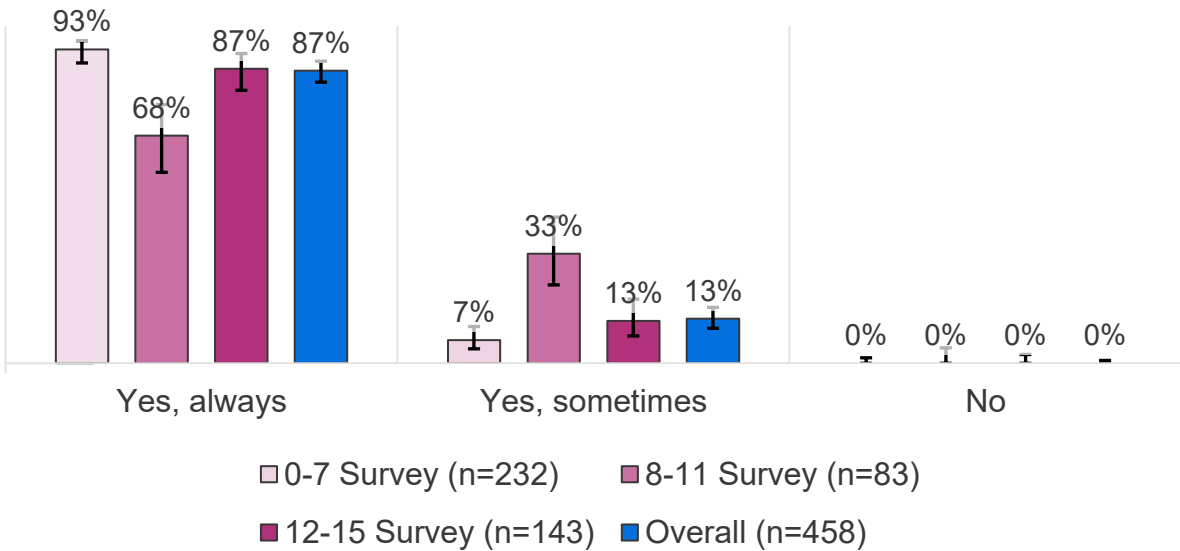


95% of parents, carers, and children felt that the nurses who came to their home or school were always friendly.

Chart shows question X54: Asked to parents or carers of children aged 0-7 whose children have been visited at home or school by a nurse, and children aged 8-15 who were visited at home or school by a nurse. Total number of responses = 458 (excluding 2 responses of "Don't know / can't remember").

Bedside manner and trust

When nurses speak to you, do you understand what they are saying?



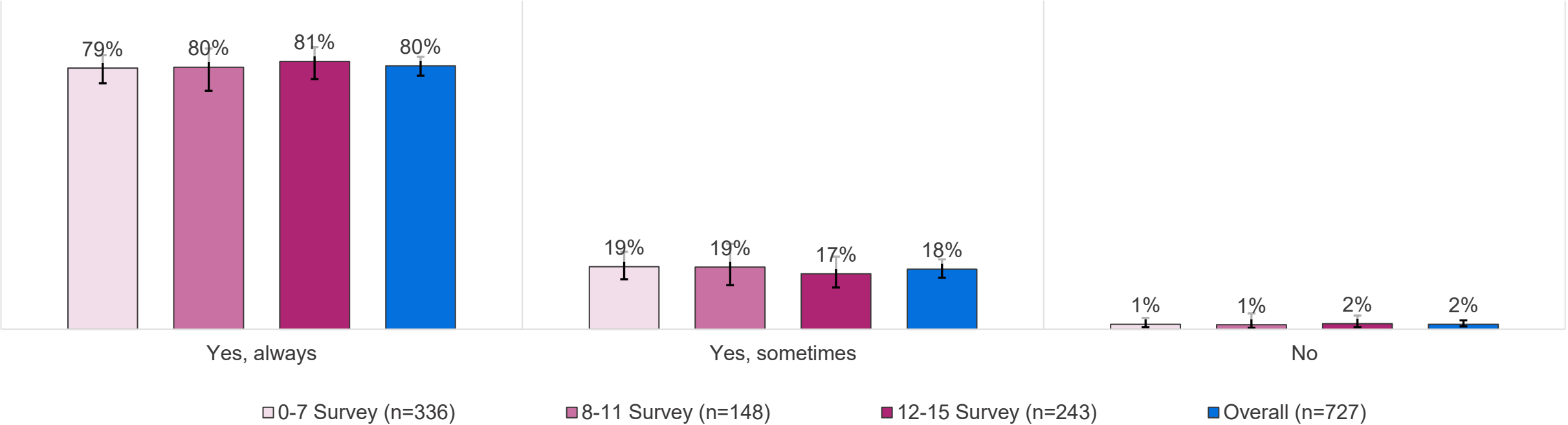
87% of parents, carers, and children reported that they always understood what nurses visiting their home or school were saying.

Chart shows question X55: Asked to parents or carers of children aged 0-7 whose child was visited at home or school by a nurse, and children aged 8-15 who were visited at home or school by a nurse. Total number of responses = 455 (excluding 3 responses of "Don't know / can't remember").

5.6 Healthcare staff

Bedside manner and trust

Do you have confidence and trust in the members of staff caring for your child?

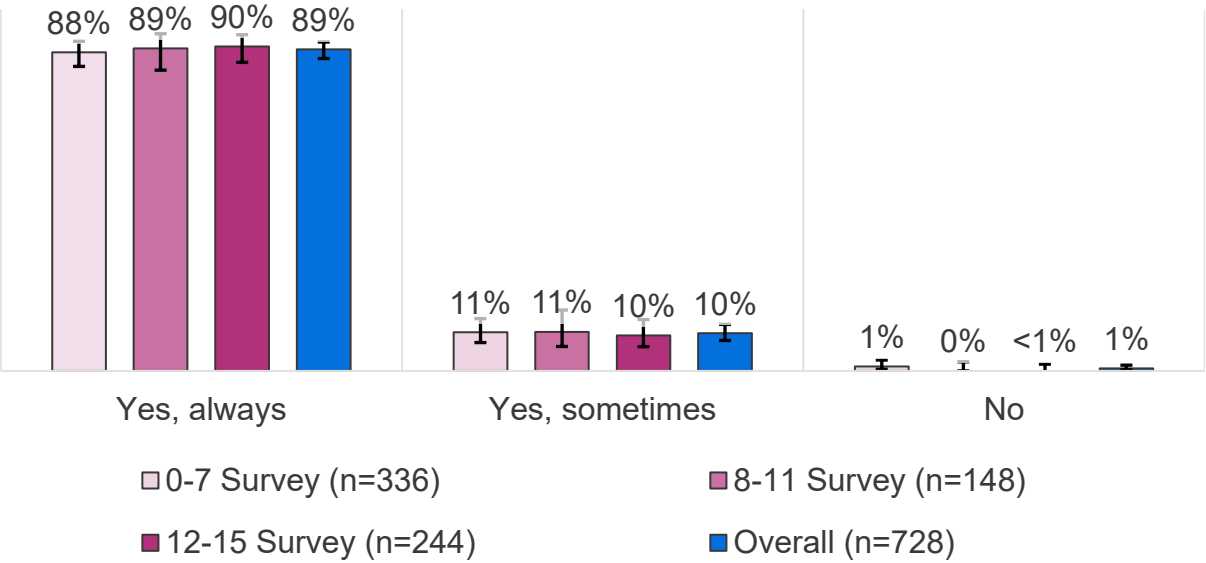


80% of parents or carers felt they always had confidence and trust in staff caring for their child.

Chart shows question X18: Asked to parents or carers of all age groups. Total number of responses = 727.

Bedside manner and trust

Are you and your child treated with respect and dignity by staff?

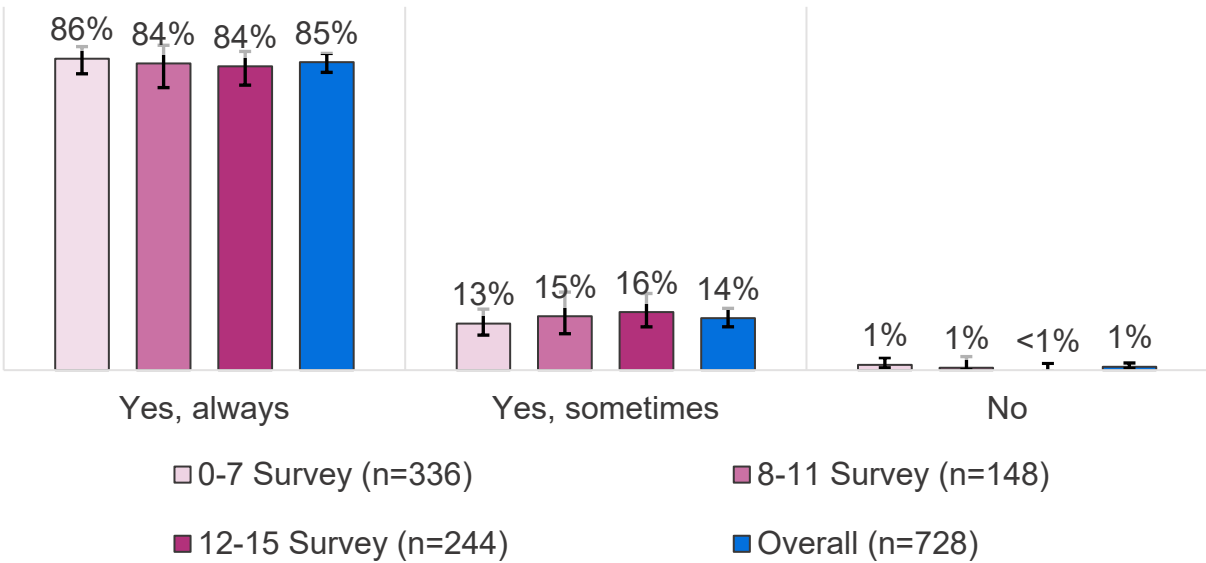


89% of parents or carers felt that they and their child were always treated with respect and dignity by staff.

Chart shows question X17: Asked to parents or carers of all age groups. Total number of responses = 728.

Bedside manner and trust

Do members of staff caring for your child treat you with empathy and understanding?

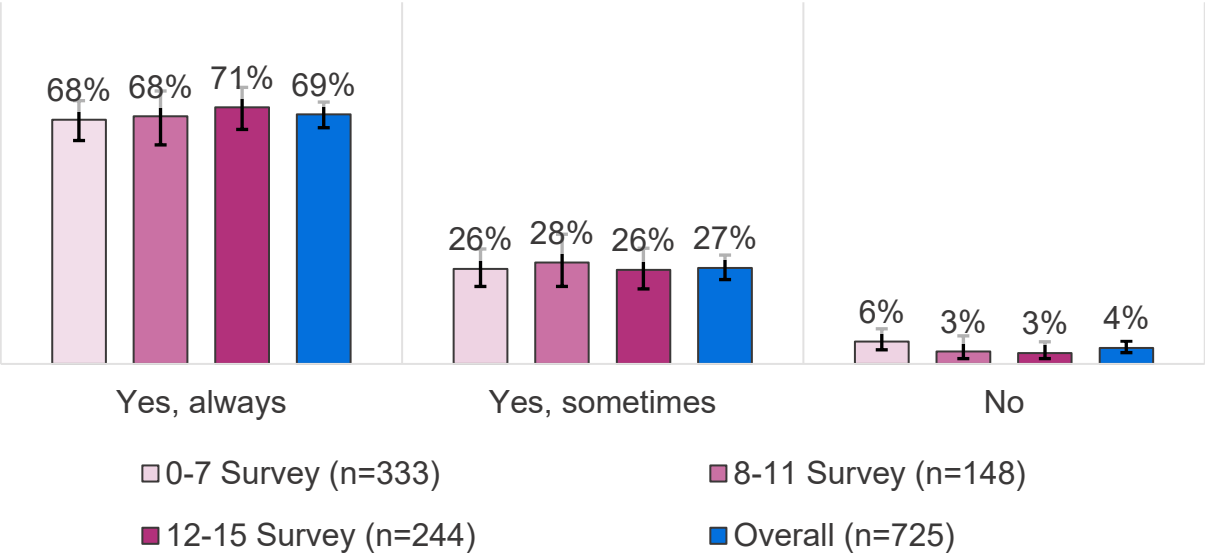


85% of parents or carers felt that they were always treated with empathy and understanding by staff caring for their child.

Chart shows question X19: Asked to parents or carers of all age groups. Total number of responses = 728.

Bedside manner and trust

Are staff sensitive to the information they share with you when your child is in the room?

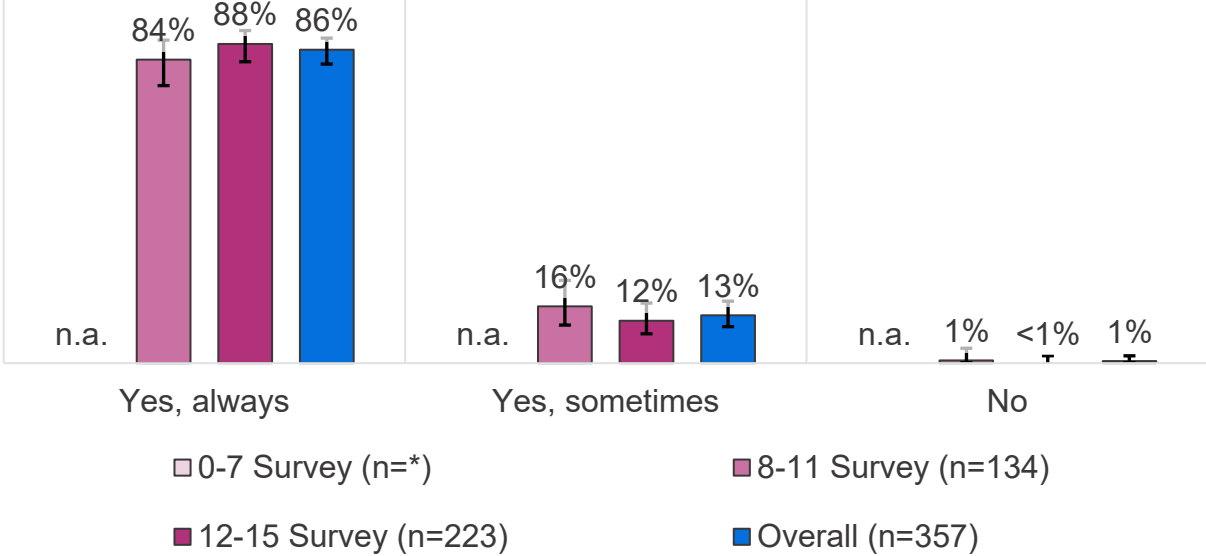


69% of parents or carers felt that staff were always sensitive to information shared with them when their child was in the room.

Chart shows question X21: Asked to parents or carers of all age groups. Total responses = 651 (excluding 74 responses of “This is not needed”).

Bedside manner and trust

Do you feel that staff are friendly?

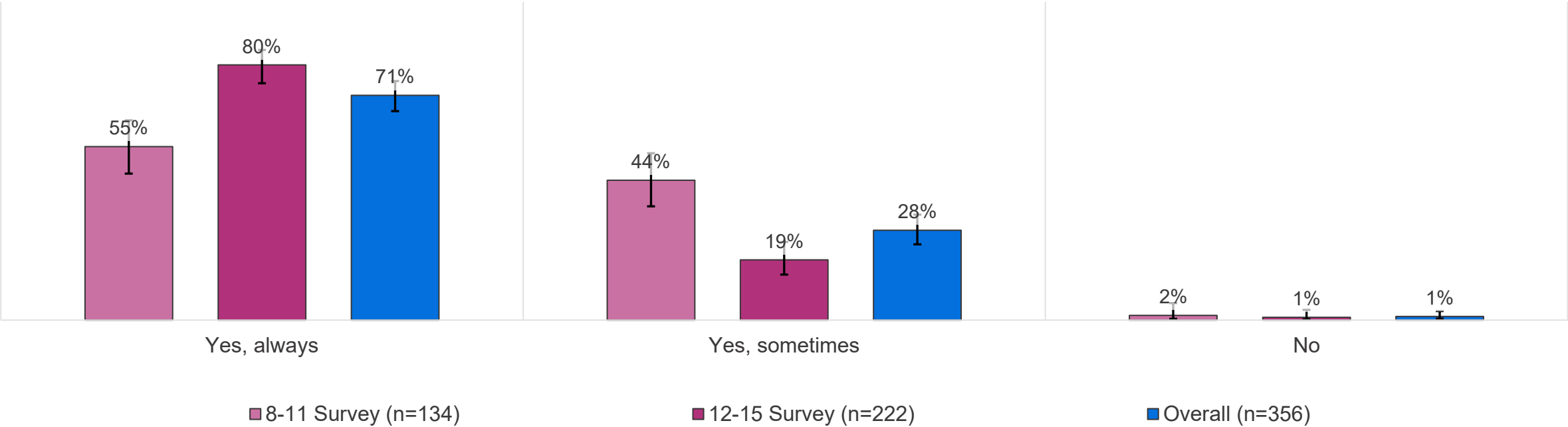


86% of children felt that staff were always friendly.

Chart shows question X12: Asked to all children aged 8-15. Total number of responses = 357.

Communication

When staff speak to you, do you understand what they are saying? / Do staff speak to you in a way that you can understand?

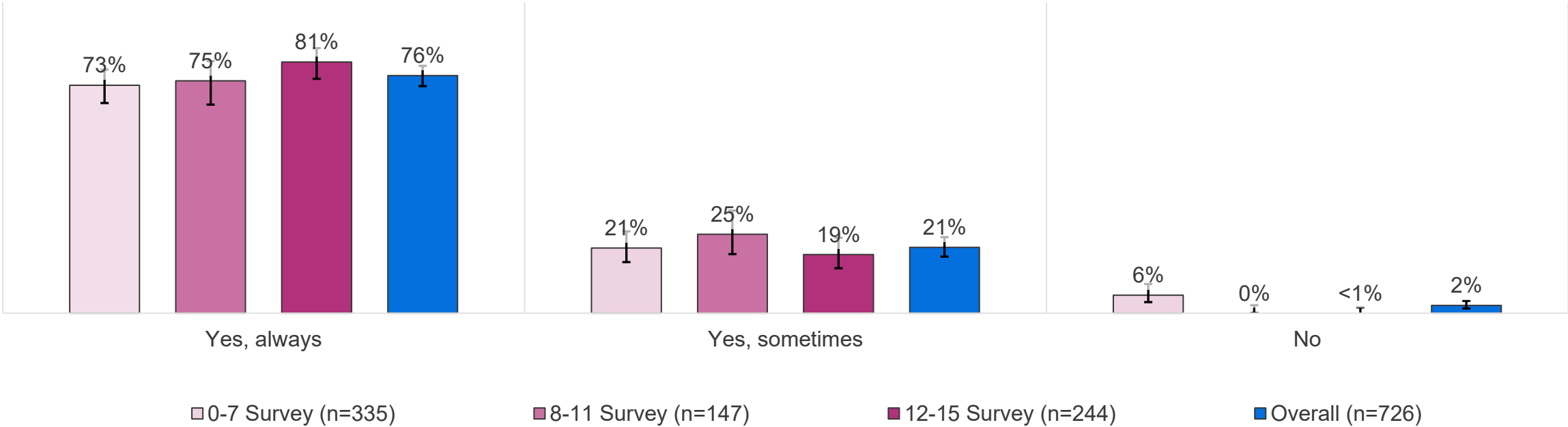


71% of children reported that they could always understand what staff were saying.

Chart shows question X13: Asked to all children aged 8-15. Total responses = 354 (excluding 2 responses of "Don't know / can't remember").

Communication

Do healthcare staff share information with your child in a way that is appropriate for them?



76% of parents or carers felt that healthcare staff always shared information with children in a way that was appropriate.

Chart shows question X22: Asked to parents or carers of all age groups. Total responses = 648 (excluding 78 responses of "This is not needed").

Communication



58% of parents, carers, and children reported not being told different things by different members of staff that left them feeling confused.

Question X20: Asked to parents or carers of 0-7s and children aged 8-15. Total number of responses = 685.

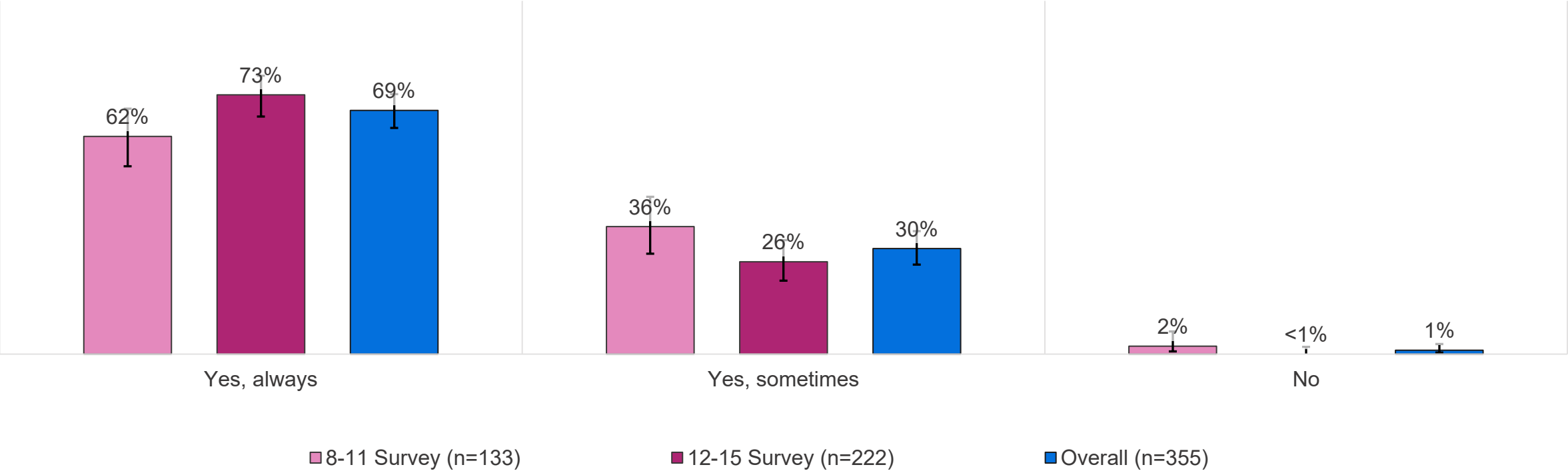


86% of parents or carers reported that they definitely had the chance to ask staff questions about their child's care and treatment.

Question X16: Asked to parents or carers of all age groups. Total number of responses = 723 (excluding 3 responses of "I have not had any questions").

Communication

Do staff talk to you, not just to your parent or carer?

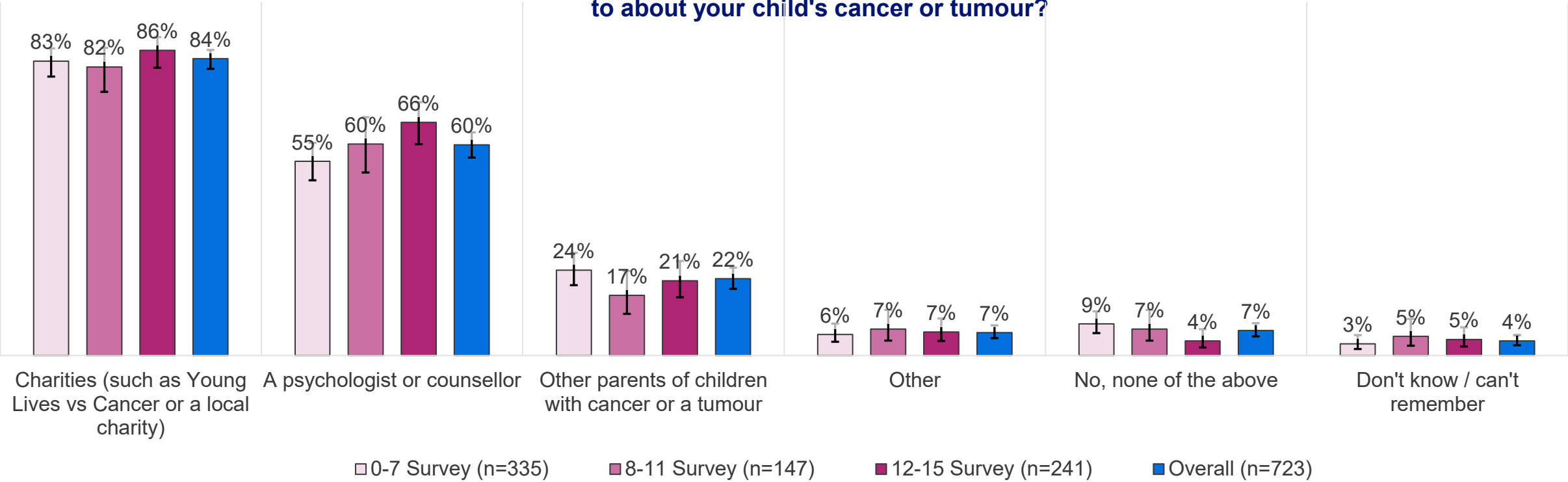


69% of children felt that staff always talked to them, not just their parent or carer.

Chart shows question X14: Asked to all children aged 8-15. Total number of responses = 355.

Support for parents or carers

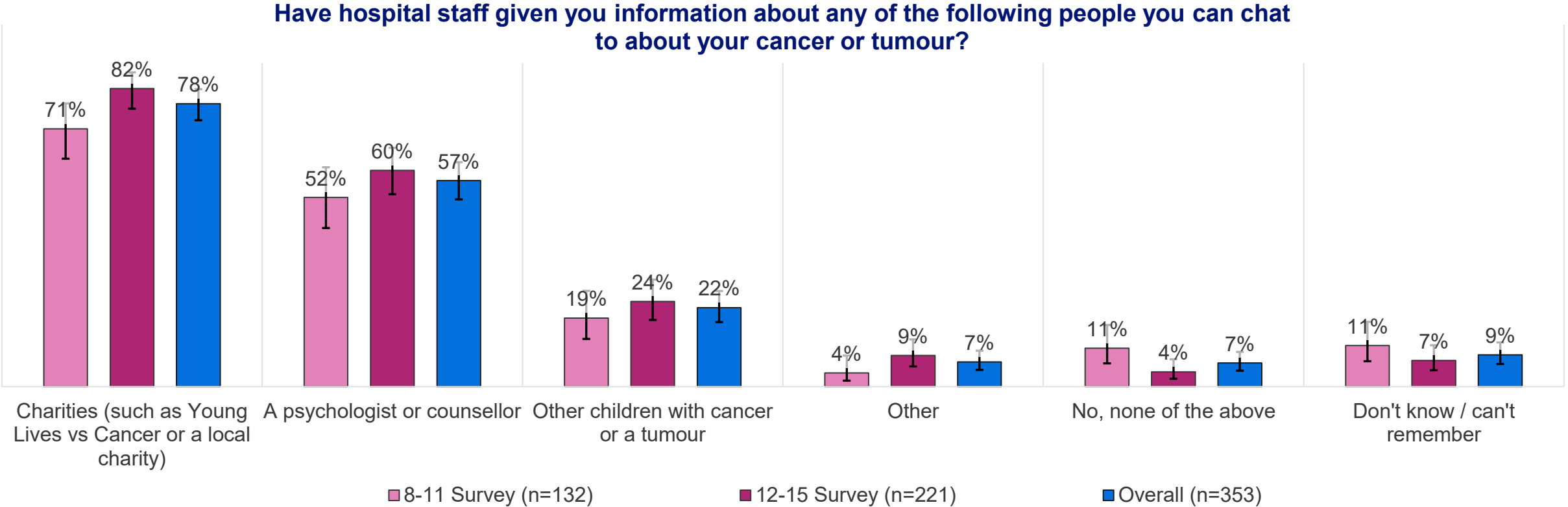
Have hospital staff given you information about any of the following people you can chat to about your child's cancer or tumour?



The percent of parents or carers reporting being given information about a psychologist or counsellor ranged from 55% in the 0-7 survey to 66% in the 12-15 survey.

Chart shows question X24: Asked to parents or carers of all age groups. Total number of responses = 723.

Support



The percent of children reporting being given information about a psychologist or counsellor ranged from 52% in the 8-11 survey to 60% in the 12-15 survey.

Chart shows question X23: Asked to all children aged 8-15. Total number of responses = 353.

6

Year on year comparisons



This section presents 2025 scores alongside 2024, 2023, 2022 and 2021 scores for comparable questions. Full data, including how scores for each question are calculated, can be found within the National Excel Data Tables available on the [survey website](#).



The charts present 2021, 2022, 2023, 2024 and 2025 scores, where comparable. The coloured line indicates the score, and black lines show the confidence intervals.

Assuming the sample is representative of the organisation, confidence intervals are a method of describing the uncertainty around these estimates. The most common methodology, which was used here, is to produce and report 95 percent confidence intervals around the results. At the 95 percent confidence level, the confidence intervals are expected to contain the true value 95 percent of the time (i.e. out of 100 such intervals, 95 will include the true figure).

Where data is not available or not comparable this is represented with a dash, please see [Technical Document](#) for a full breakdown.



Interpretation of year on year changes are assisted by the identification in the charts of notable increases or decreases, shown by an arrow at the appropriate place on the chart. A notable increase or decrease is identified where confidence intervals do not overlap for the years in question.

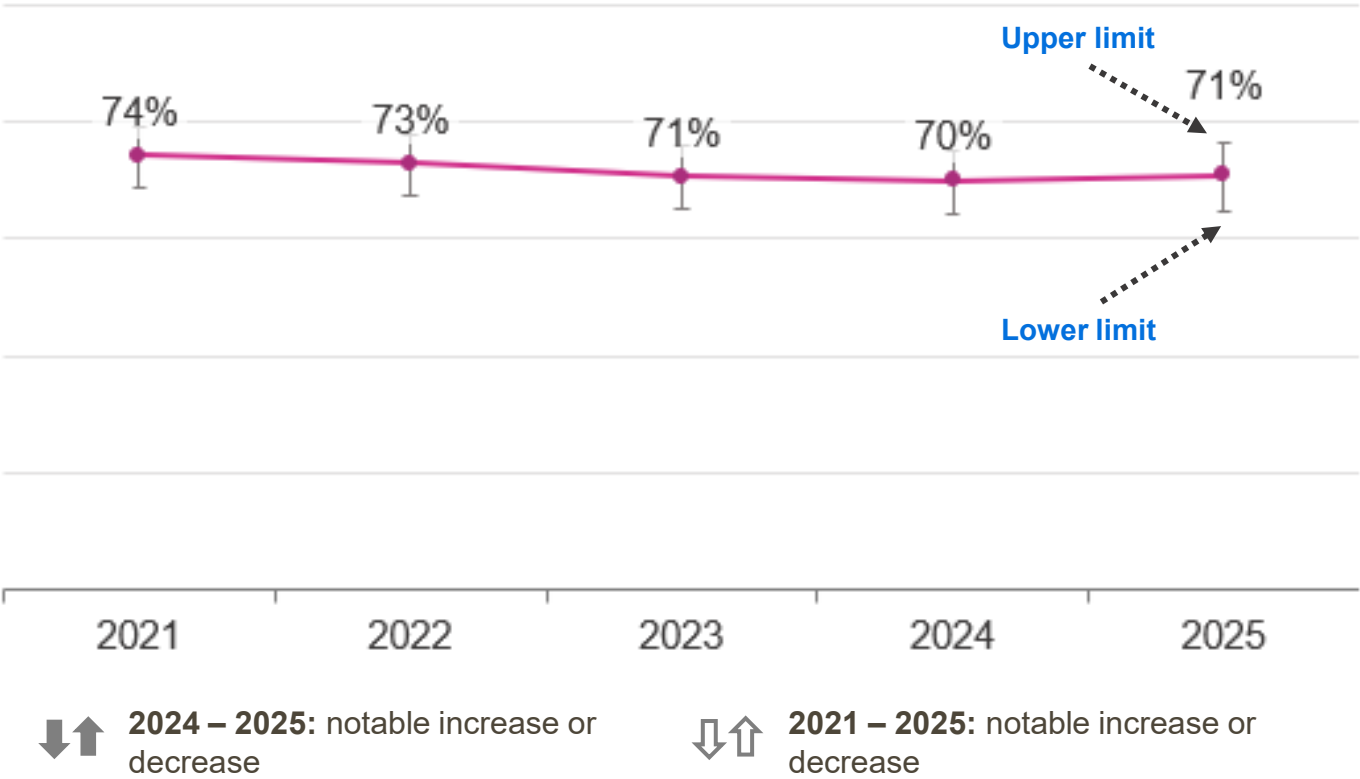
Year on year comparisons: visual aid example

In this example, the score for X06 **was 71% in 2025**, compared with **70% in 2024, 71% in 2023, 73% in 2022 and 74% in 2021**. The confidence intervals help show the uncertainty around these estimates.

The **upper and lower limits** of the confidence interval show the **range** within which the true value is likely to lie. Longer confidence intervals indicate greater uncertainty around the estimate, while shorter intervals indicate greater precision.

In this example, the confidence intervals for 2024 and 2025 overlap. Although the percentages differ, they would not be described as a notable change in this report, and therefore do not have an associated arrow next to the data point.

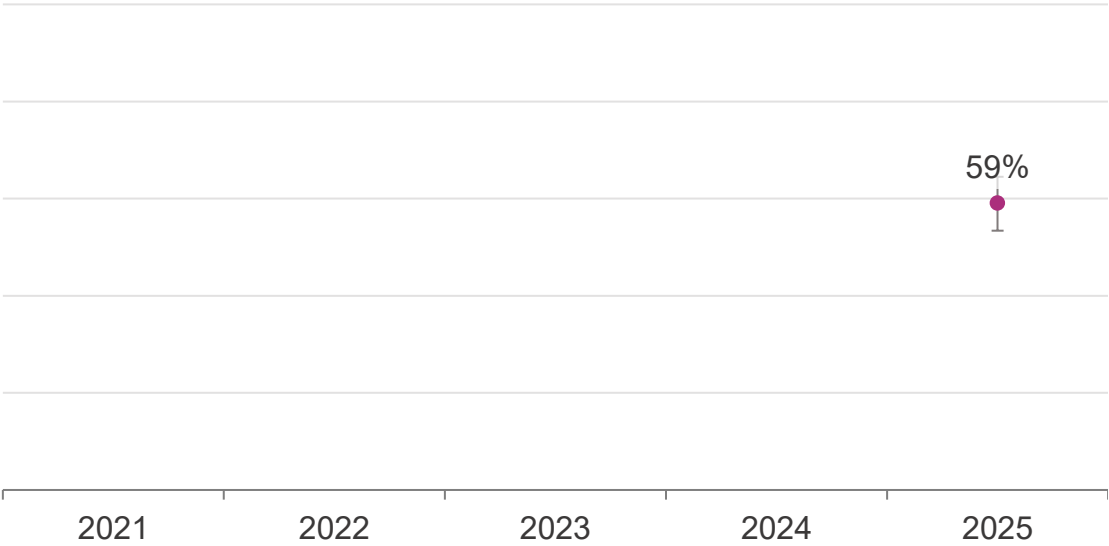
Example data only:



Year on year comparisons

Finding out about the cancer or tumour

X03†: Parents or carers reported that their child saw a GP once or twice before they were referred to hospital. Asked to parents or carers of all age groups whose children were told they had cancer or a tumour.

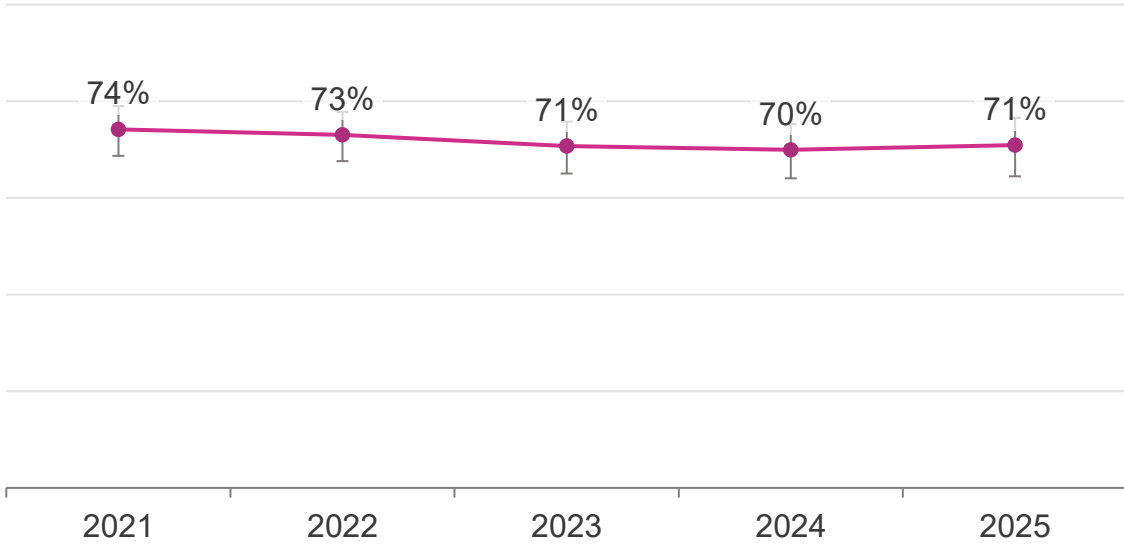


2024 – 2025: notable increase or decrease

Total responses for X03: 2025 = 298.

Finding out about the cancer or tumour

X06: Parents or carers reported that they were definitely told about their child's cancer or tumour diagnosis in a sensitive way. Asked to parents or carers of all age groups who were told about their child's cancer or a tumour.



2021 – 2025: notable increase or decrease

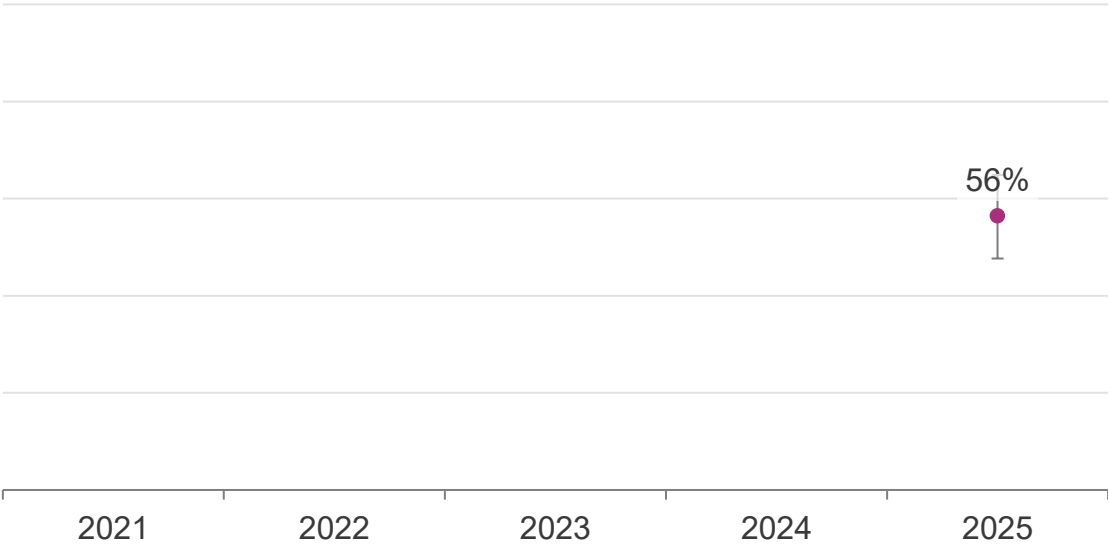
Total responses for X06: 2021 = 275, 2022 = 289, 2023 = 273, 2024 = 253, and 2025 = 213.

† Question wording for X03 was amended. This question is no longer deemed comparable to previous years.

Year on year comparisons

Finding out about the cancer or tumour

X07: Parents or carers reported that their child received the mental health or psychological support they needed when they were diagnosed. Asked to parents or carers of all age groups.

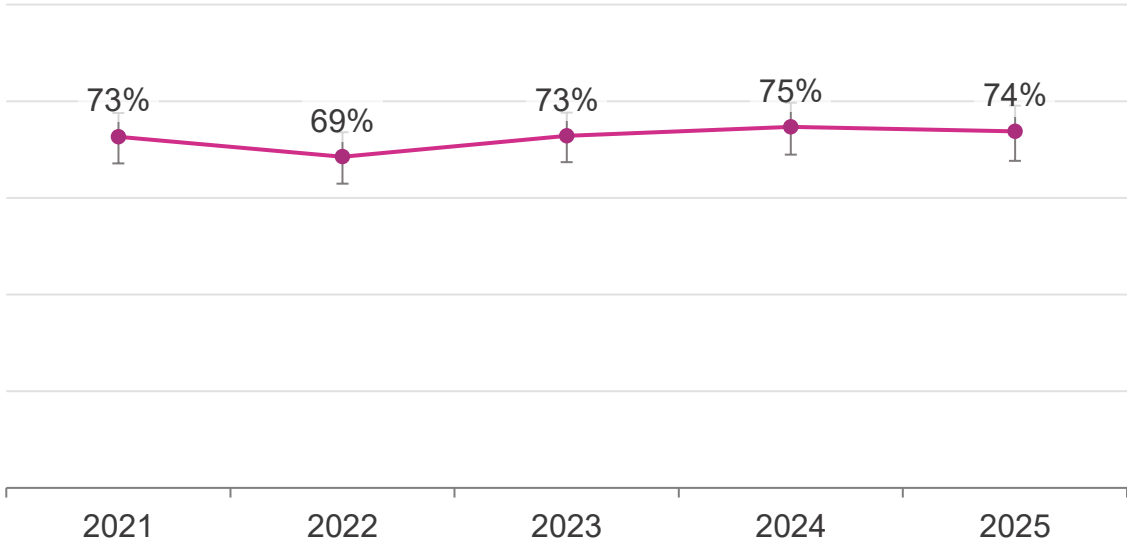


↓↑ **2024 – 2025:** notable increase or decrease

Total responses for X07: 2025 = 124.

Finding out about the cancer or tumour

X08: Parents, carers, and children reported that information at diagnosis was definitely given in a way they could understand. Asked to parents or carers of 0-7s who were told about their child's cancer or a tumour, and children aged 8-15 who were told they had cancer or a tumour.



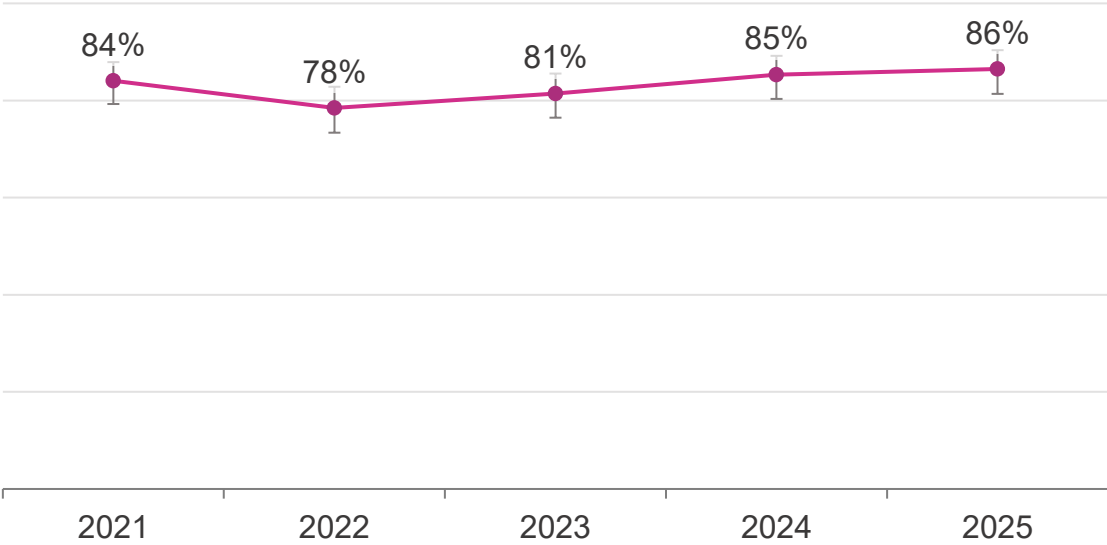
↓↑ **2021 – 2025:** notable increase or decrease

Total responses for X08: 2021 = 278, 2022 = 289, 2023 = 287, 2024 = 249, and 2025 = 225

Year on year comparisons

Finding out about the cancer or tumour

X09: Parents, carers, and children reported that they were definitely able to have questions answered after being told about the cancer or tumour. Asked to parents or carers of 0-7s who were told about their child's cancer or a tumour, and children aged 8-15 who were told they had cancer or a tumour.

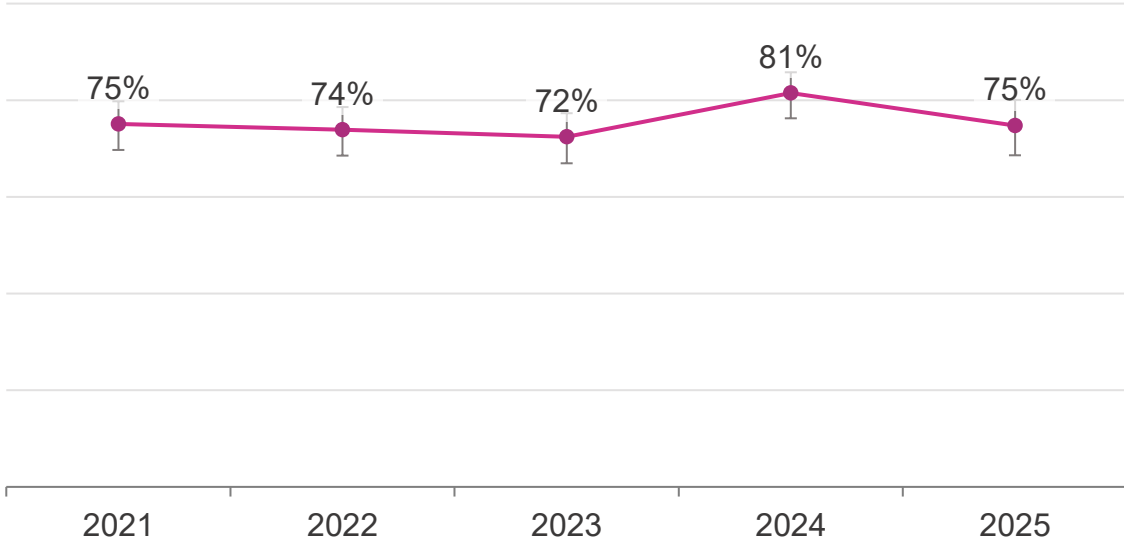


2024 – 2025: notable increase or decrease

Total responses for X09: 2021 = 276, 2022 = 288, 2023 = 280, 2024 = 245, and 2025 = 222.

Finding out about the cancer or tumour

X10: Parents or carers reported that they were definitely able to find information about their child's diagnosis. Asked to parents or carers of all age groups who were told about their child's cancer or a tumour.



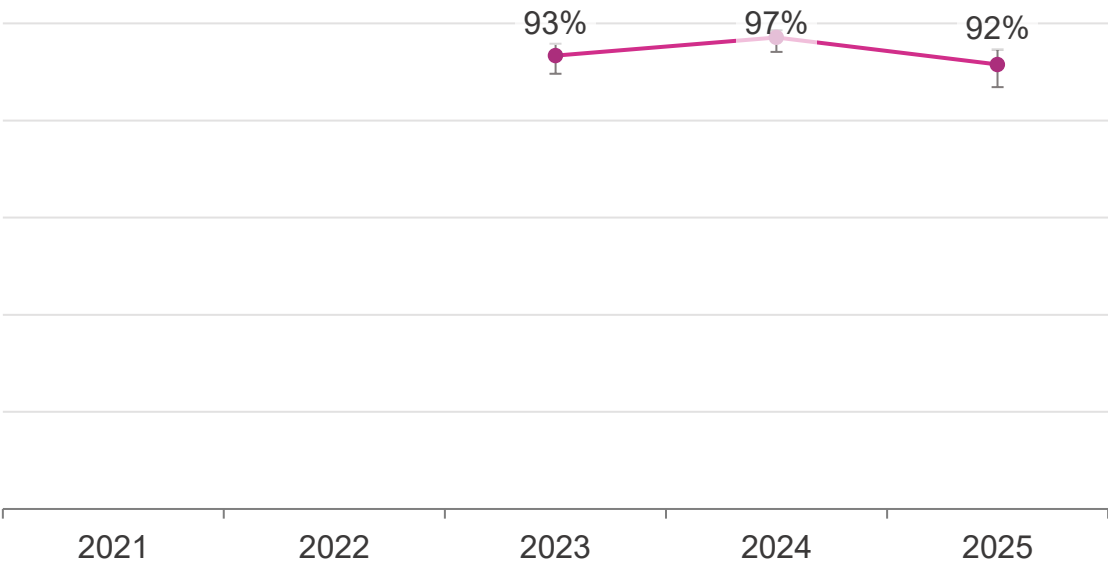
2021 – 2025: notable increase or decrease

Total responses for X10: 2021 = 281, 2022 = 291, 2023 = 283, 2024 = 254, and 2025 = 218.

Year on year comparisons

Finding out about the cancer or tumour

X11: Parents, carers, and children reported that staff provided details about who to contact for more information after being told about the cancer or tumour. Asked to parents or carers of children aged 0-11 who were told about their child's cancer or a tumour, and children aged 12-15 who were told they had cancer or a tumour.

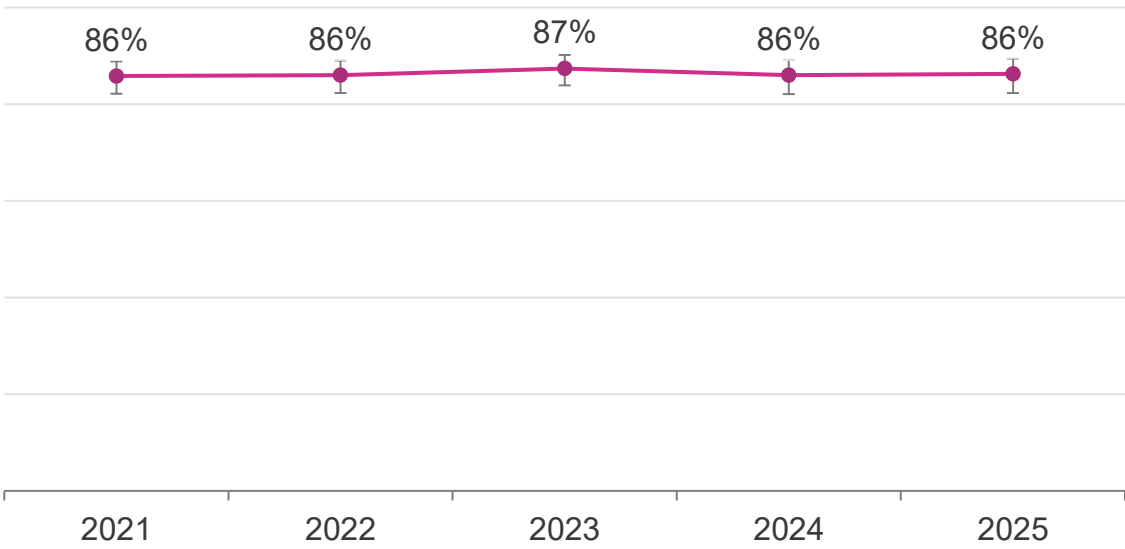


↓↑ **2024 – 2025:** notable increase or decrease

Total responses for X11: 2023 = 256, 2024 = 241, and 2025 = 201.

Healthcare staff

X12: Children felt that staff were always friendly. Asked to all children aged 8-15.



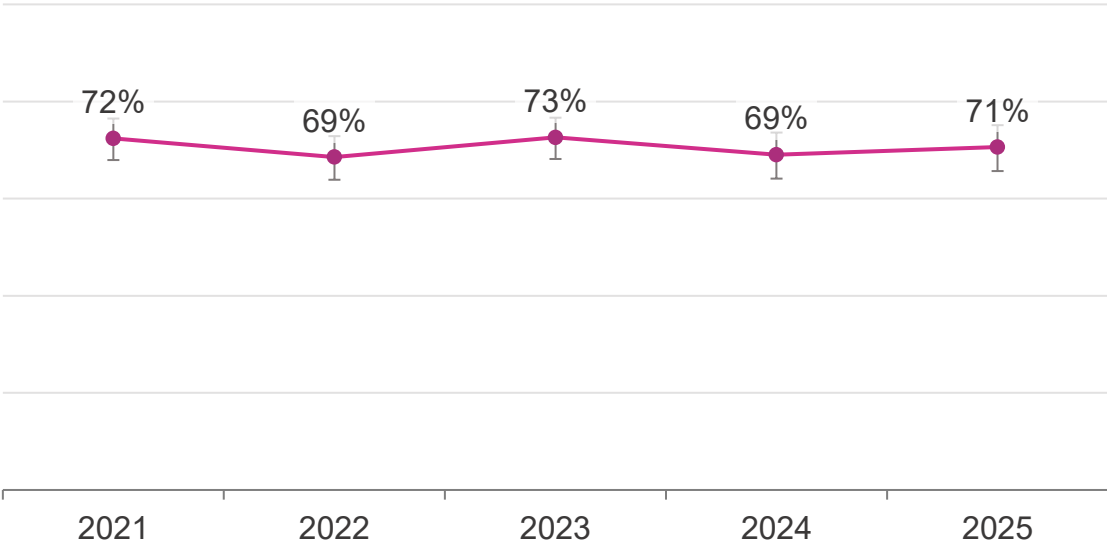
↓↑ **2021 – 2025:** notable increase or decrease

Total responses for X12: 2021 = 417, 2022 = 408, 2023 = 428, 2024 = 365, and 2025 = 357.

Year on year comparisons

Healthcare staff

X13: Children reported that they could always understand what staff were saying. Asked to all children aged 8-15.

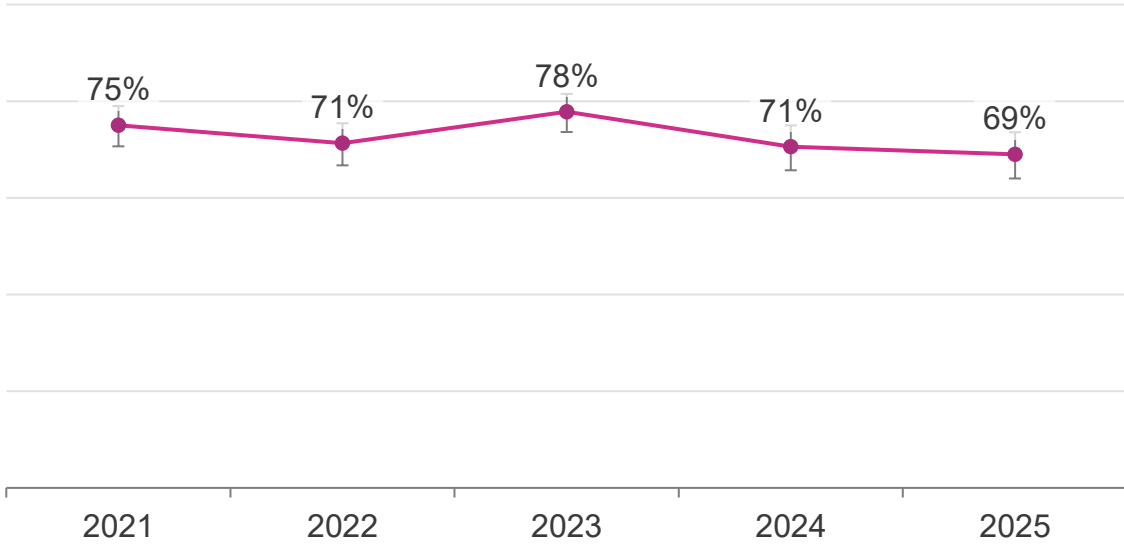


↕↗ **2024 – 2025:** notable increase or decrease

Total responses for X13: 2021 = 417, 2022 = 407, 2023 = 420, 2024 = 362, and 2025 = 354.

Healthcare staff

X14: Children felt that staff always talked to them, not just their parent or carer. Asked to all children aged 8-15.



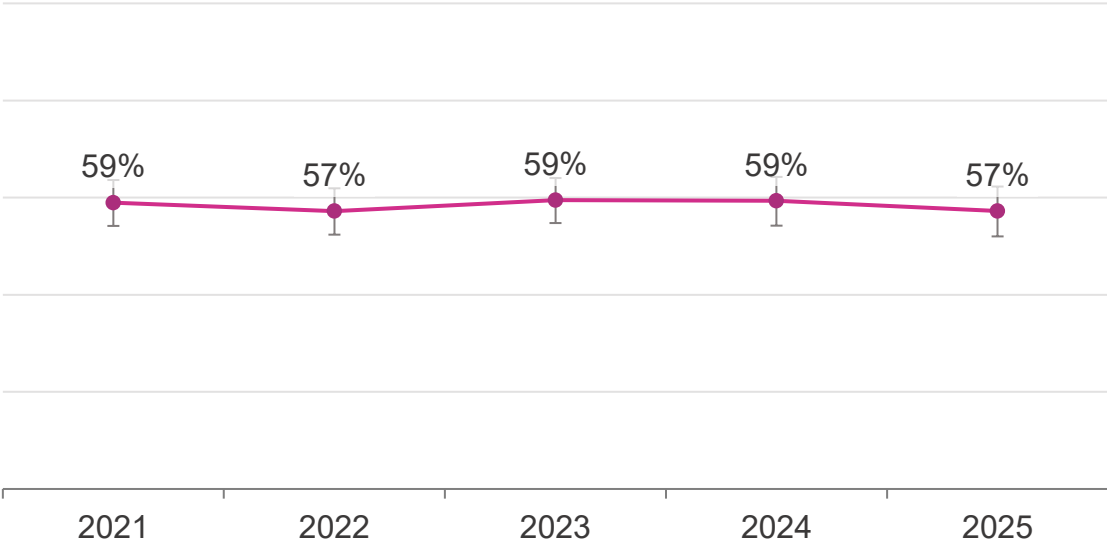
↕↗ **2021 – 2025:** notable increase or decrease

Total responses for X14: 2021 = 413, 2022 = 411, 2023 = 424, 2024 = 367, and 2025 = 355.

Year on year comparisons

Healthcare staff

X15: Children reported always or mostly seeing the same members of staff for their treatment and care. Asked to all children aged 8-15.

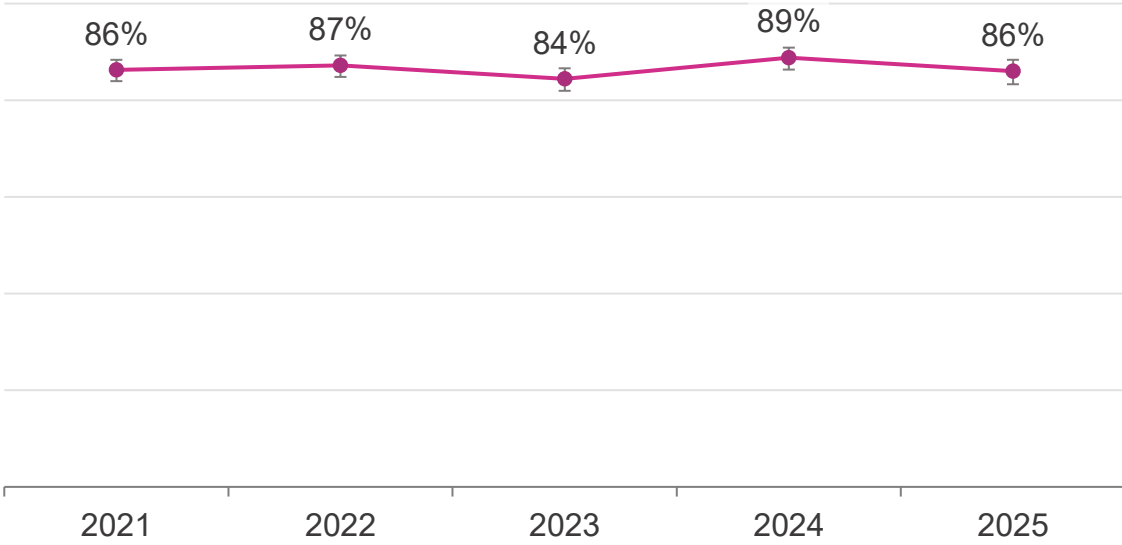


↕↗ **2024 – 2025:** notable increase or decrease

Total responses for X15: 2021 = 412, 2022 = 409, 2023 = 427, 2024 = 364, and 2025 = 353.

Healthcare staff

X16: Parents or carers reported that they definitely had the chance to ask staff questions about their child's care and treatment. Asked to parents or carers of all age groups.



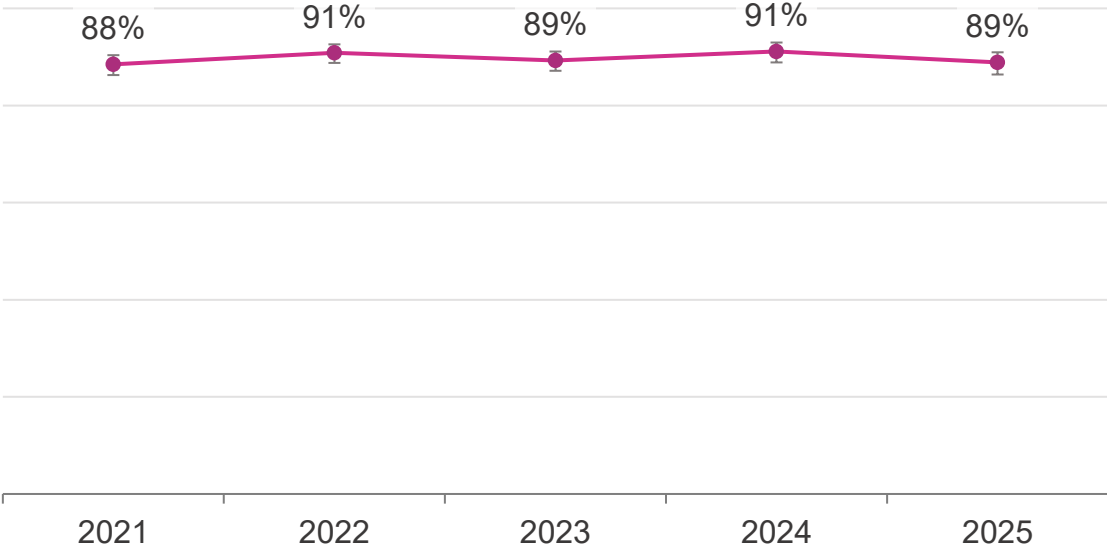
↕↗ **2021 – 2025:** notable increase or decrease

Total responses for X16: 2021 = 935, 2022 = 868, 2023 = 931, 2024 = 742, and 2025 = 723.

Year on year comparisons

Healthcare staff

X17: Parents or carers felt that they and their child were always treated with respect and dignity by staff. Asked to parents or carers of all age groups.

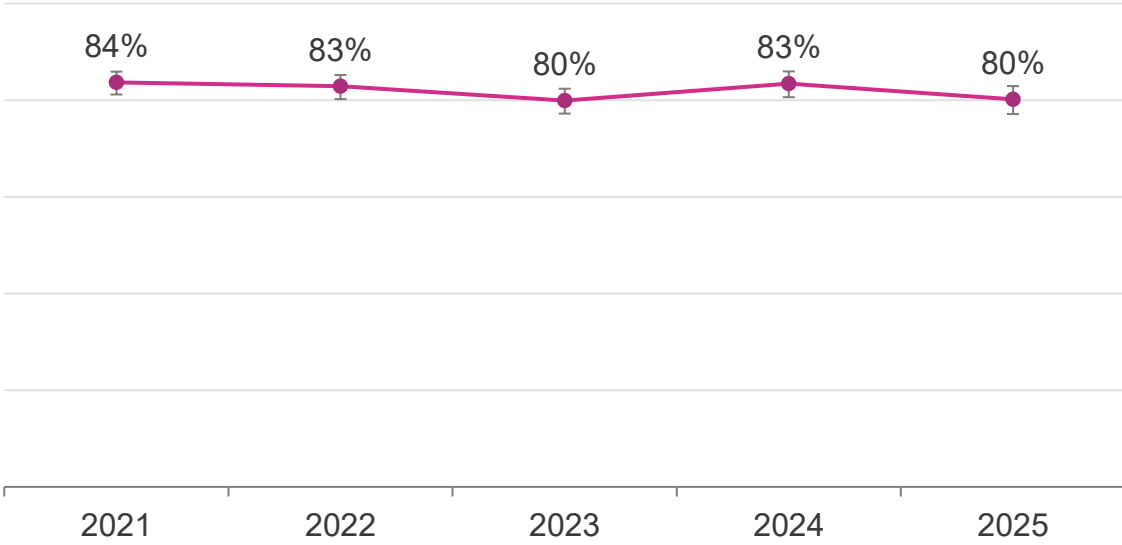


↕↗ **2024 – 2025:** notable increase or decrease

Total responses for X17: 2021 = 937, 2022 = 875, 2023 = 934, 2024 = 744, and 2025 = 728.

Healthcare staff

X18: Parents or carers felt they always had confidence and trust in staff caring for their child. Asked to parents or carers of all age groups.



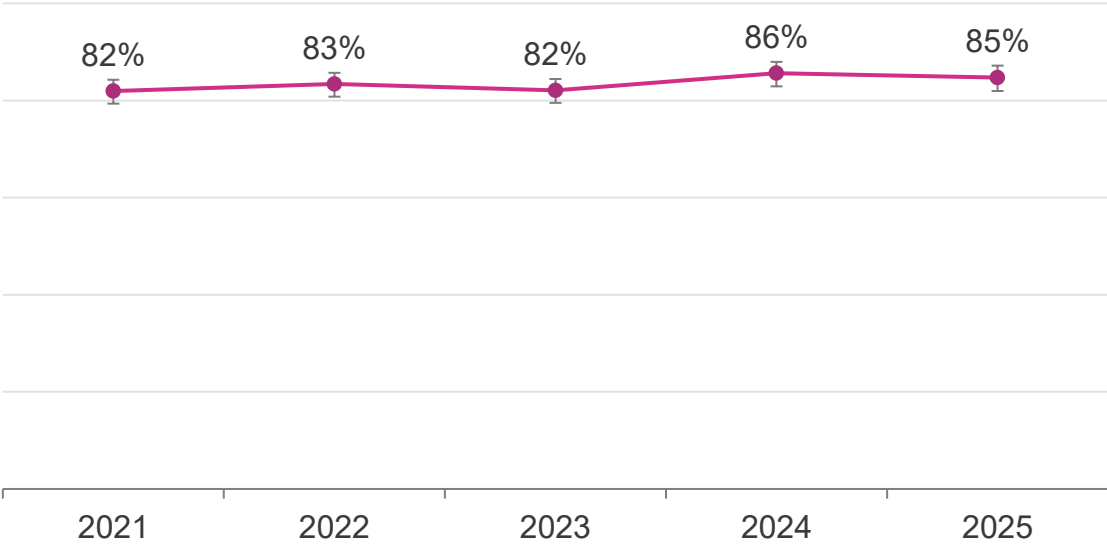
↕↗ **2021 – 2025:** notable increase or decrease

Total responses for X18: 2021 = 938, 2022 = 876, 2023 = 932, 2024 = 744, and 2025 = 727.

Year on year comparisons

Healthcare staff

X19: Parents or carers felt that they were always treated with empathy and understanding by staff caring for their child. Asked to parents or carers of all age groups.

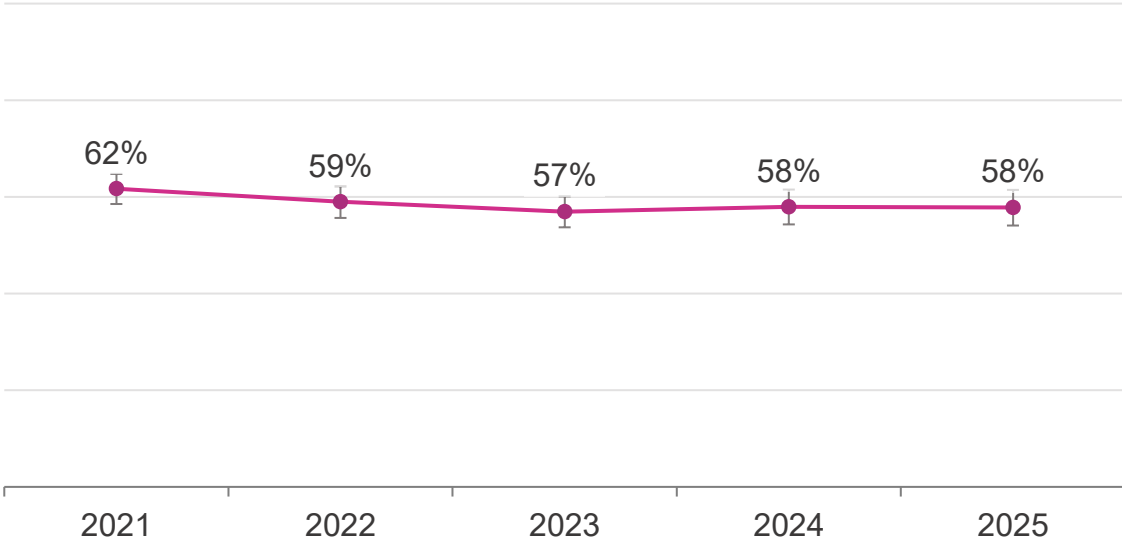


↕↗ **2024 – 2025:** notable increase or decrease

Total responses for X19: 2021 = 936, 2022 = 879, 2023 = 933, 2024 = 744, and 2025 = 728.

Healthcare staff

X20: Parents, carers, and children reported not being told different things by different members of staff that left them feeling confused. Asked to parents or carers of 0-7s and children aged 8-15.



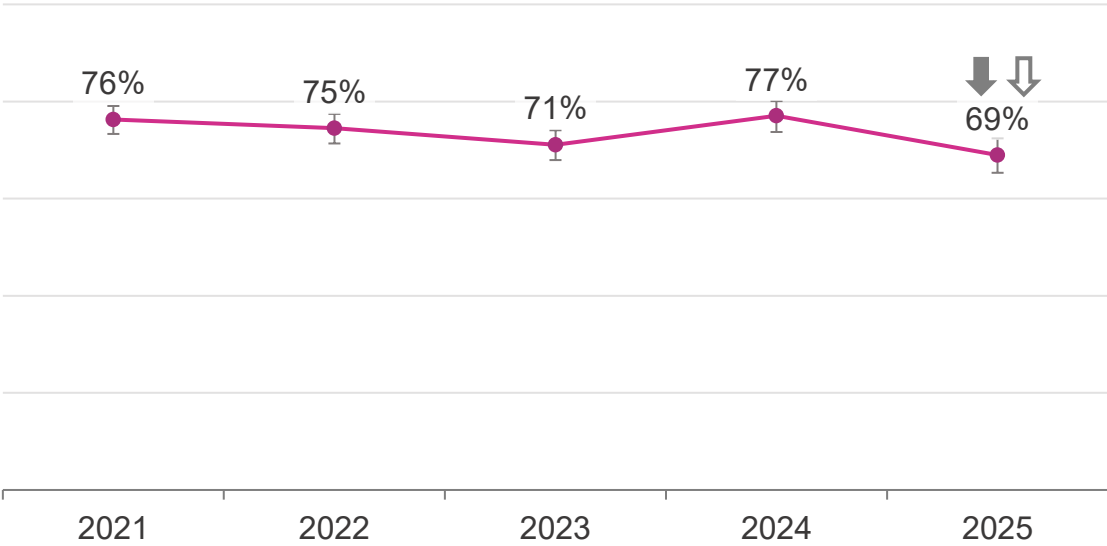
↕↗ **2021 – 2025:** notable increase or decrease

Total responses for X20: 2021 = 932, 2022 = 858, 2023 = 915, 2024 = 716, and 2025 = 685.

Year on year comparisons

Healthcare staff

X21: Parents or carers felt that staff were always sensitive to information shared with them when their child was in the room. Asked to parents or carers of all age groups.

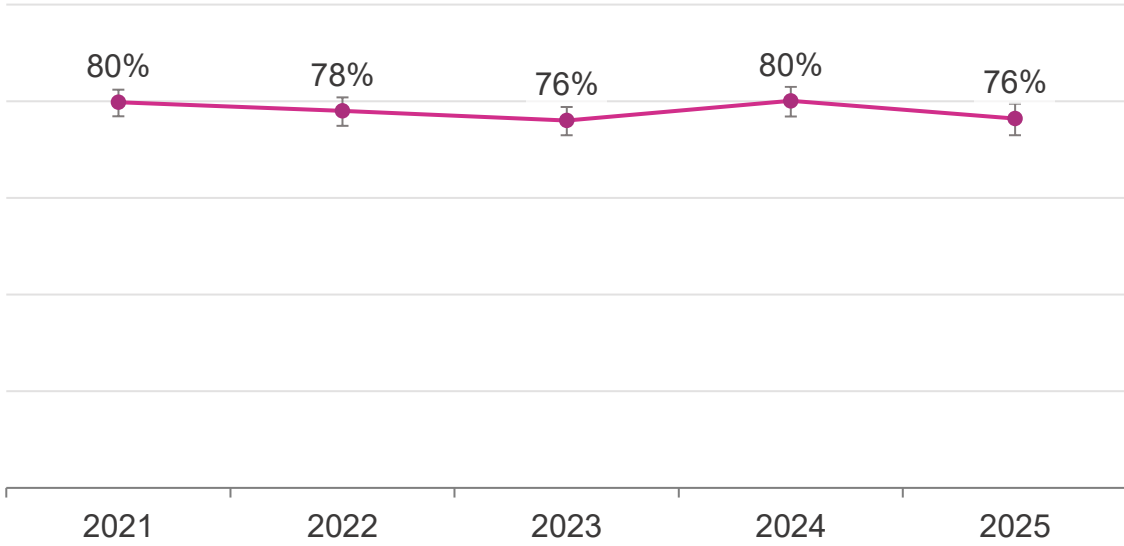


2024 – 2025: notable increase or decrease

Total responses for X21: 2021 = 836, 2022 = 785, 2023 = 834, 2024 = 667, and 2025 = 651.

Healthcare staff

X22: Parents or carers felt that healthcare staff always shared information with children in a way that was appropriate. Asked to parents or carers of all age groups.



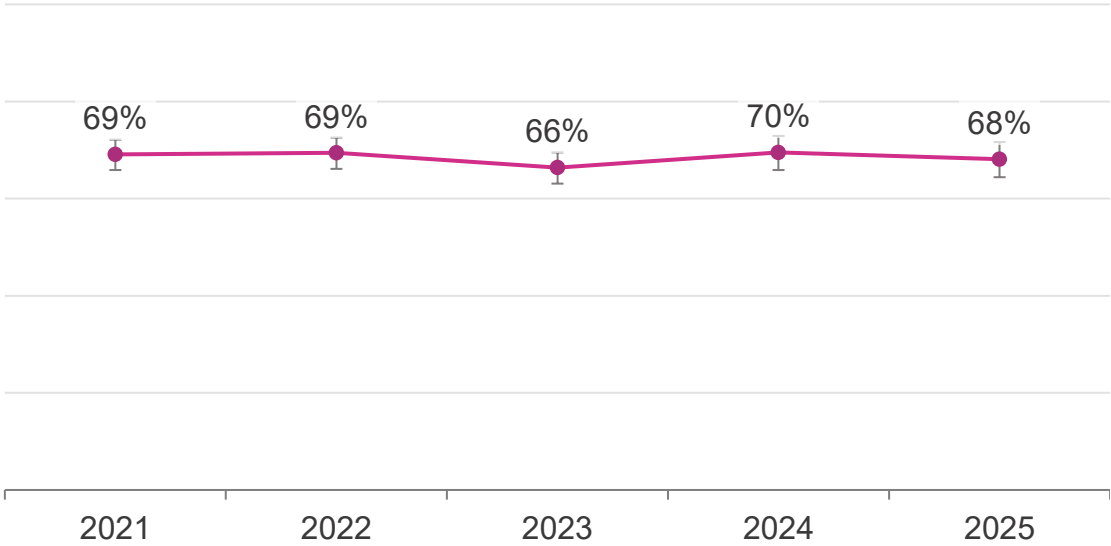
2021 – 2025: notable increase or decrease

Total responses for X22: 2021 = 816, 2022 = 759, 2023 = 817, 2024 = 648, and 2025 = 648.

Year on year comparisons

Healthcare staff

X25: Parents or carers felt they had enough information about financial help or benefits. Asked to parents or carers of all age groups.

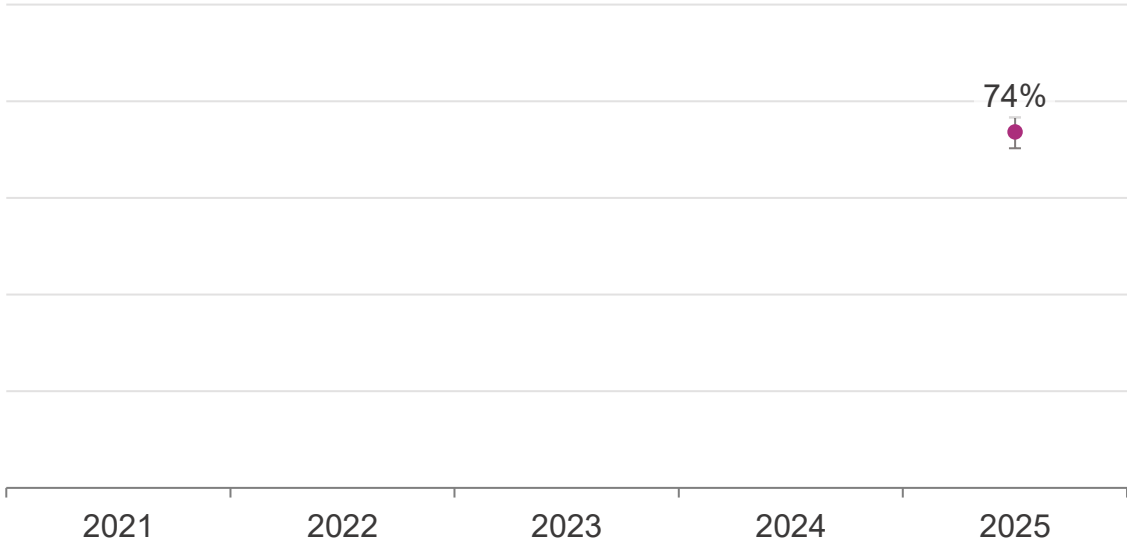


↕↗ **2024 – 2025:** notable increase or decrease

Total responses for X25: 2021 = 832, 2022 = 779, 2023 = 824, 2024 = 656, and 2025 = 634.

Child's care and treatment

X26†: Parents or carers felt that hospital staff always worked well together. Asked to parents or carers of all age groups.



↕↗ **2021 – 2025:** notable increase or decrease

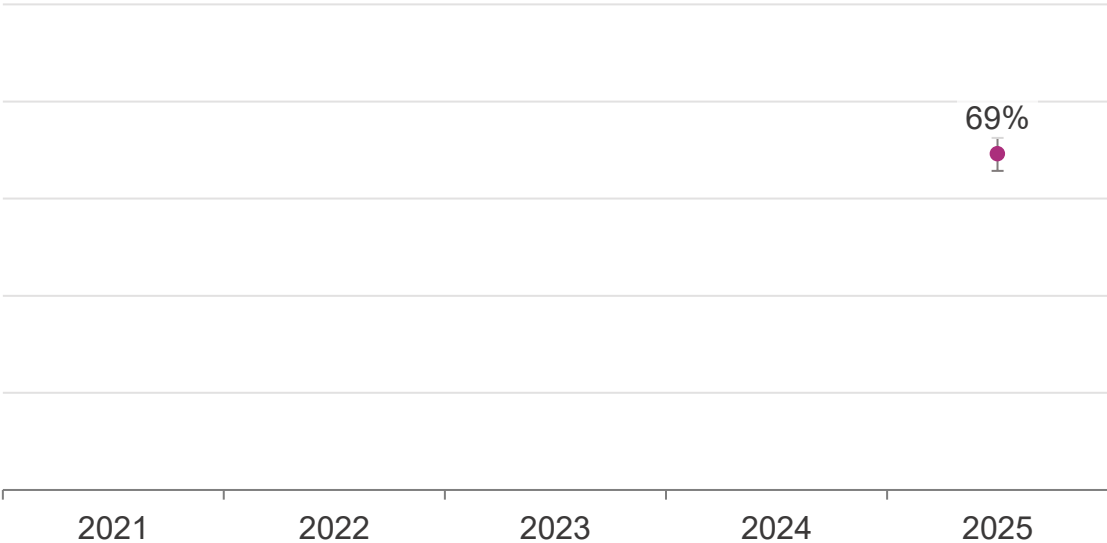
Total responses for X26: 2025 = 720.

† The response options for X26 were amended in 2025. This question is no longer deemed comparable to previous years.

Year on year comparisons

Child's care and treatment

X27†: Parents or carers felt that hospital staff were definitely aware of their child's medical history. Asked to parents or carers of all age groups.

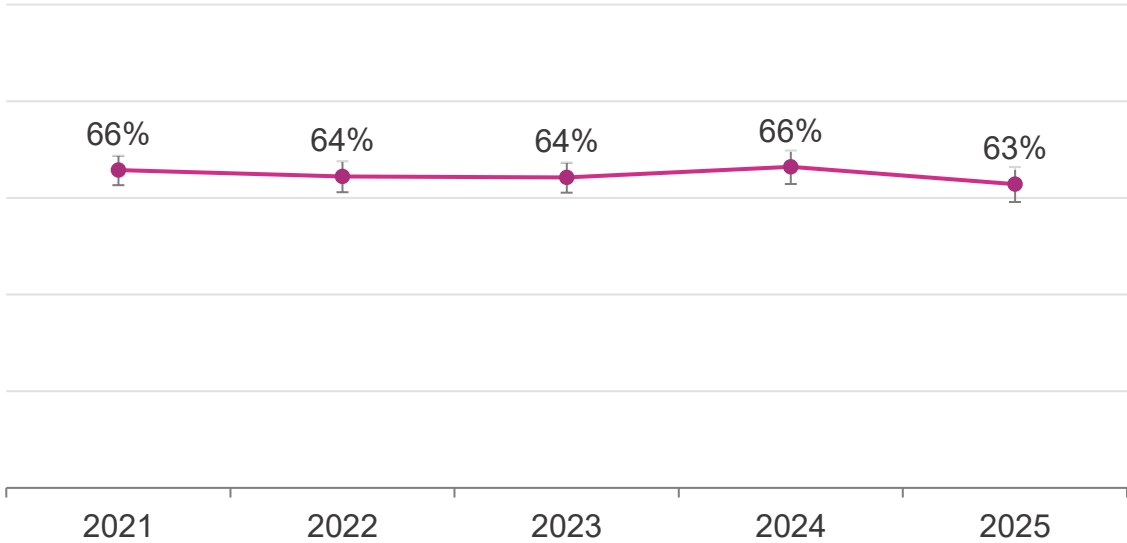


↓↑ **2024 – 2025:** notable increase or decrease

Total responses for X27: 2025 = 708.

Child's care and treatment

X28: Parents, carers, and children felt they always knew what was happening with their child's or their care. Asked to parents or carers of 0-7s and all children aged 8-15.



↓↑ **2021 – 2025:** notable increase or decrease

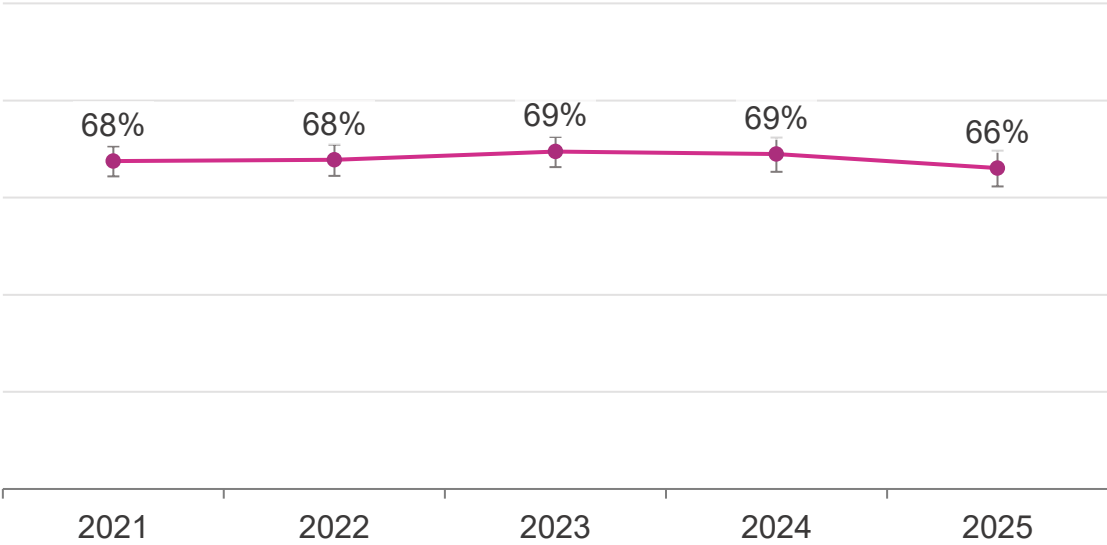
Total responses for X28: 2021 = 920, 2022 = 847, 2023 = 901, 2024 = 709, and 2025 = 681.

† The response options for X27 were amended in 2025. This question is no longer deemed comparable to previous years.

Year on year comparisons

Child's care and treatment

X29: Parents, carers, and children felt they were definitely involved in their child's or their care and treatment. Asked to parents or carers of 0-7s and all children aged 8-15 .

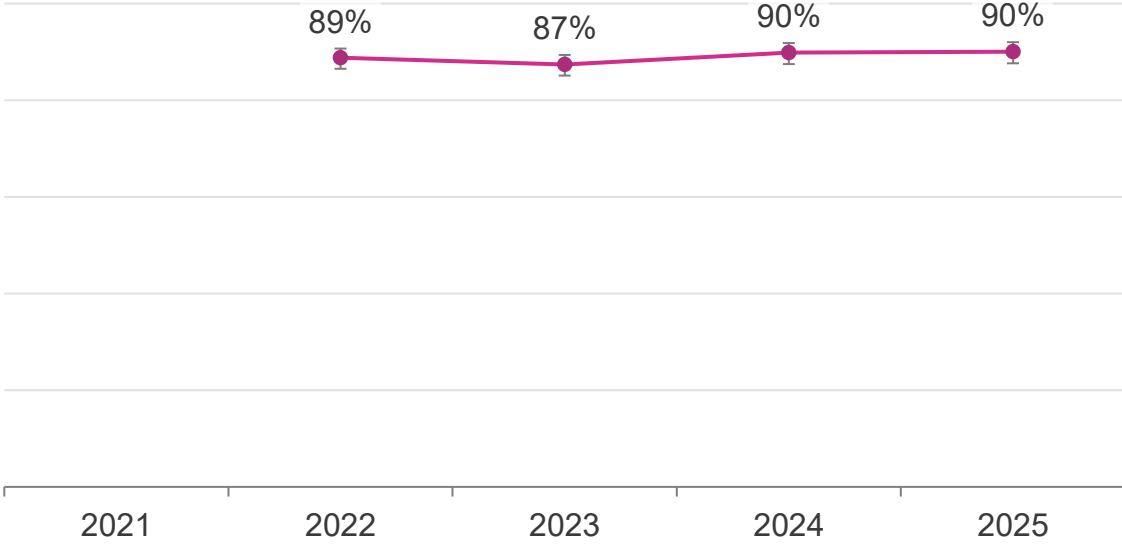


2024 – 2025: notable increase or decrease

Total responses for X29: 2021 = 881, 2022 = 804, 2023 = 842, 2024 = 657, and 2025 = 631.

Child's care and treatment

X31: Parents or carers reported that there was a main person in the team looking after their child that they could contact about their care or treatment. Asked to parents or carers of all age groups.



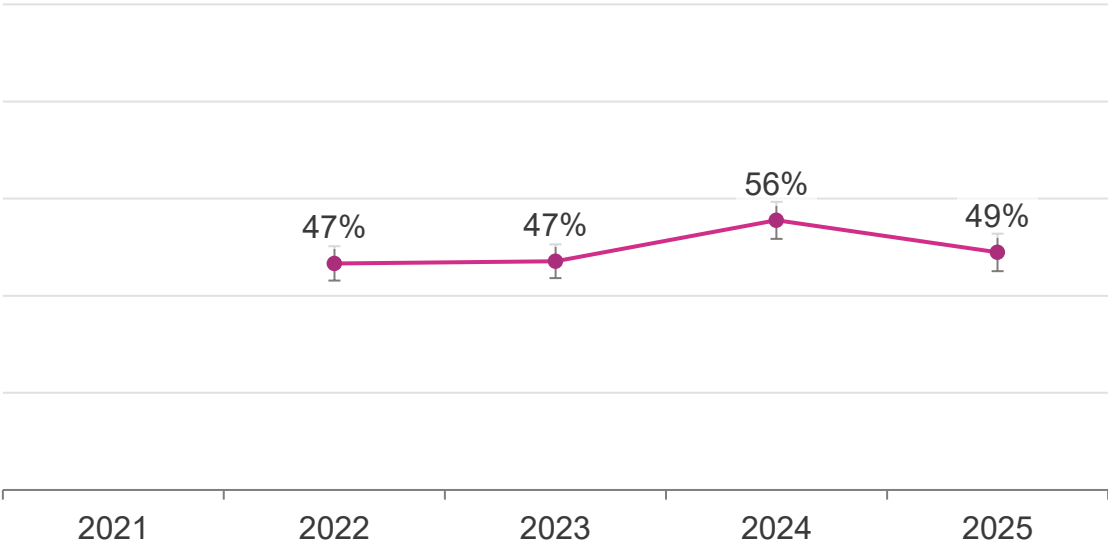
2021 – 2025: notable increase or decrease

Total responses for X31: 2022 = 873, 2023 = 928, 2024 = 740, and 2025 = 723.

Year on year comparisons

Child's care and treatment

X32† : Parents or carers reported that it was very easy to contact the main person in the team looking after their child. Asked to parents or carers of all age groups who could contact the main person looking after their child if needed.

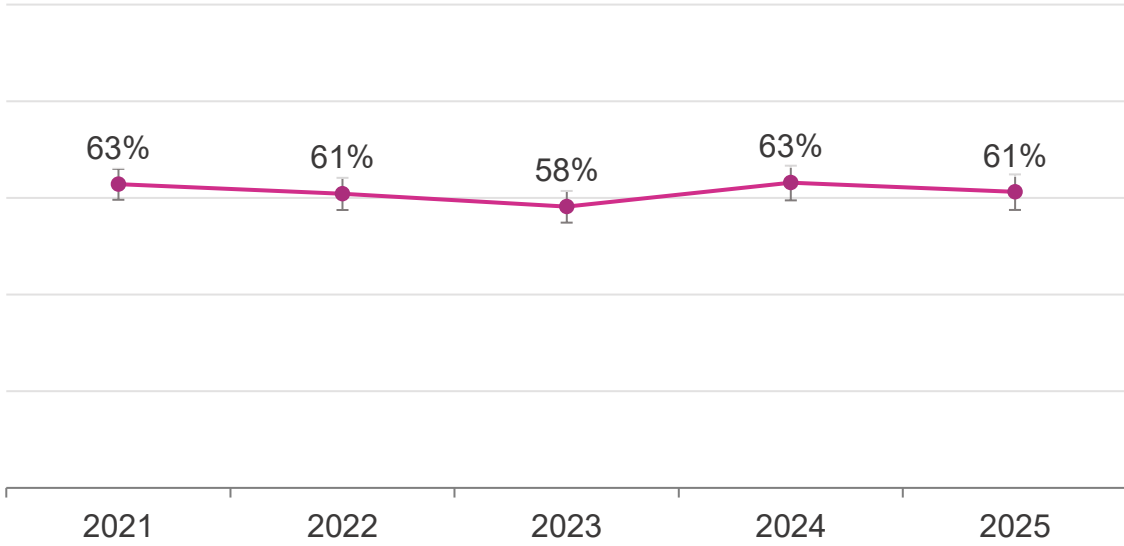


2024 – 2025: notable increase or decrease

Total responses for X32: 2022 = 759, 2023 = 790, 2024 = 648, and 2025 = 642.

Child's care and treatment

X33: Parents or carers reported that they definitely had access to reliable help and support 7 days a week from the hospital. Asked to parents or carers of all age groups.



2021 – 2025: notable increase or decrease

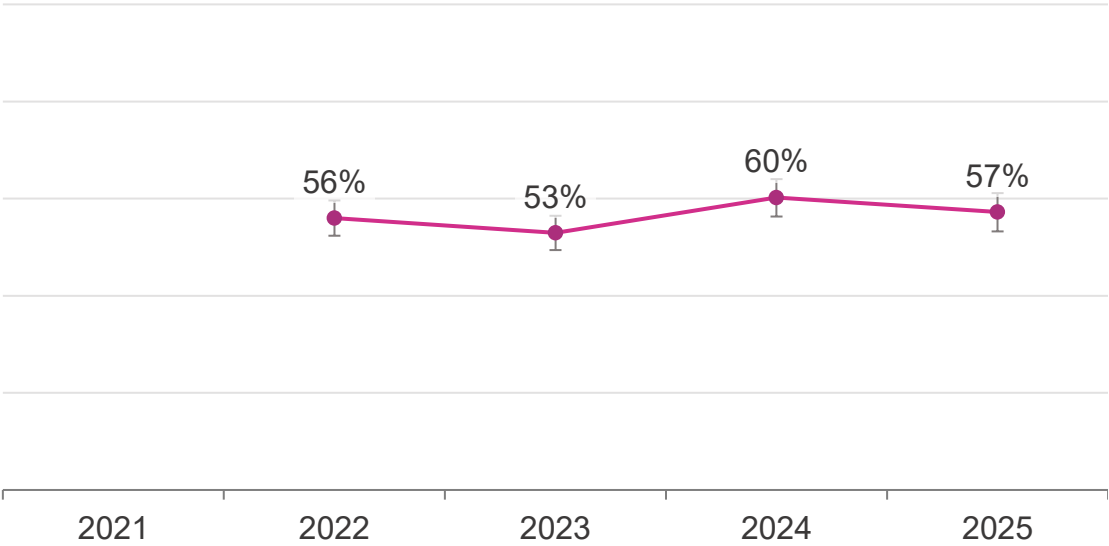
Total responses for X33: 2021 = 870, 2022 = 823, 2023 = 866, 2024 = 692, and 2025 = 671.

† Due to changes in scoring X32, the 2022 score has been recalculated and so scores from published 2022 reports will not be comparable to current results.

Year on year comparisons

Child's care and treatment

X34: Parents or carers reported that their child's care and treatment was definitely offered at a time suitable for them and their family. Asked to parents or carers of all age groups.

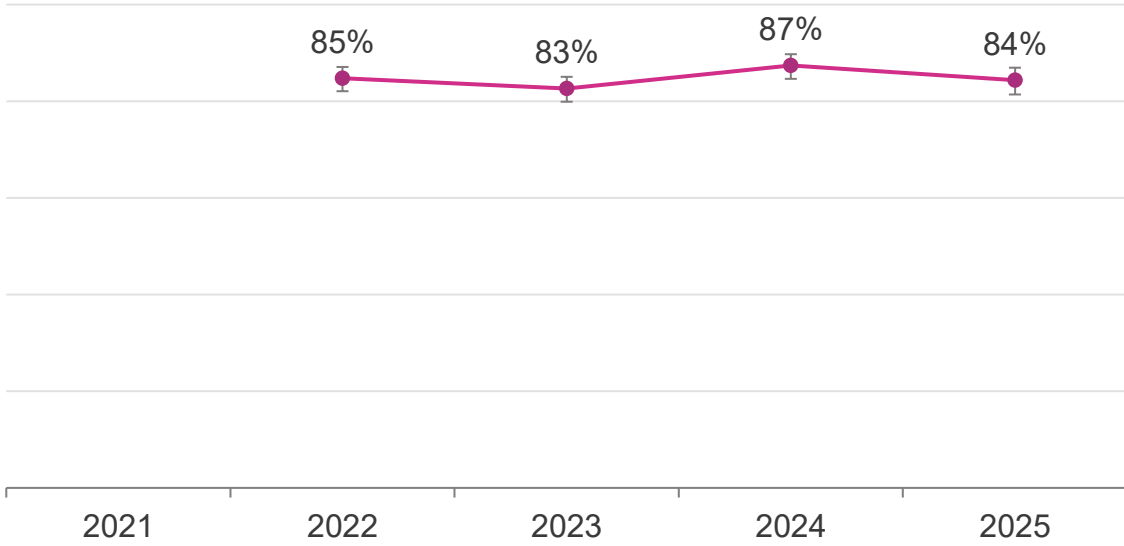


↓↑ **2024 – 2025:** notable increase or decrease

Total responses for X34: 2022 = 714, 2023 = 763, 2024 = 616, and 2025 = 601.

Child's care and treatment

X36: Parents or carers reported that they were definitely offered clear information about their child's treatment. Asked to parents or carers of all age groups whose children received treatment for their cancer or tumour.



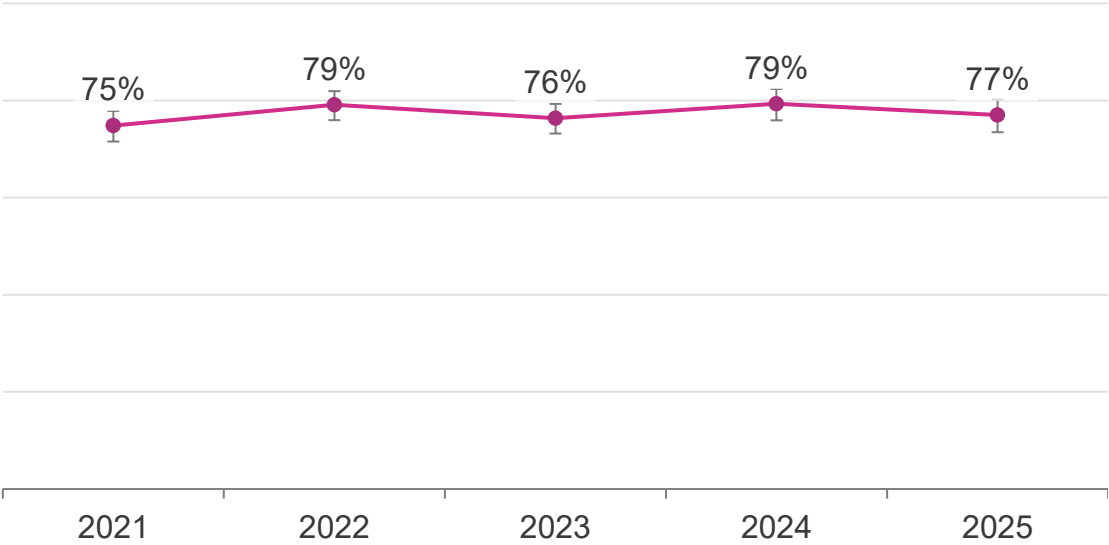
↓↑ **2021 – 2025:** notable increase or decrease

Total responses for X36: 2022 = 787, 2023 = 829, 2024 = 651, and 2025 = 659.

Year on year comparisons

Child's care and treatment

X37: Parents or carers felt that staff definitely offered them enough time to make decisions about their child's treatment. Asked to parents or carers of all age groups whose children received treatment for their cancer or tumour.

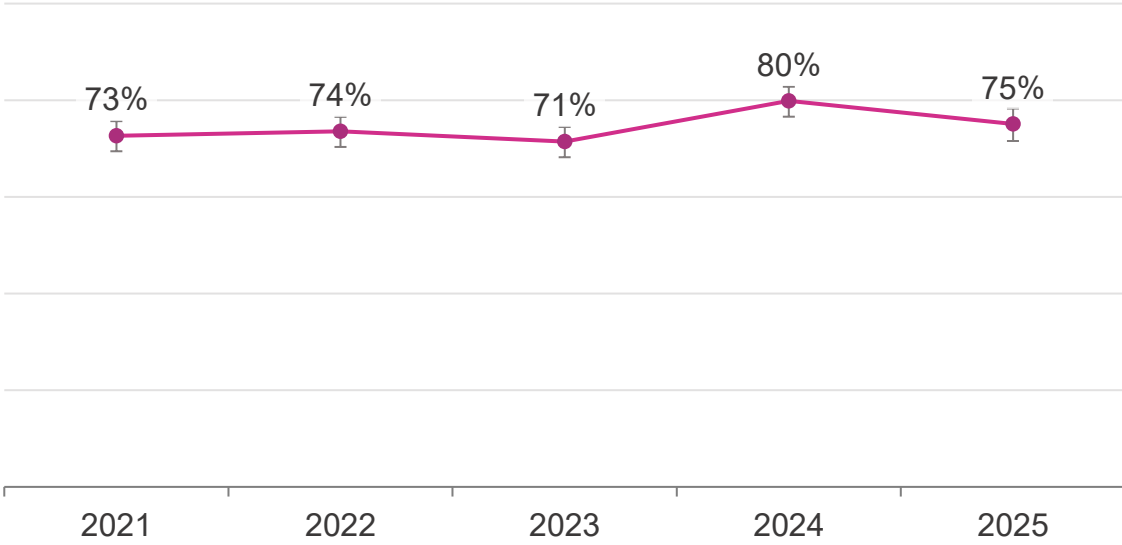


↕↗ **2024 – 2025:** notable increase or decrease

Total responses for X37: 2021 = 727, 2022 = 708, 2023 = 741, 2024 = 600, and 2025 = 600.

Child's care and treatment

X38: Parents or carers reported that staff definitely offered them support to help manage their child's treatment side effects. Asked to parents or carers of all age groups whose children received treatment for their cancer or tumour.



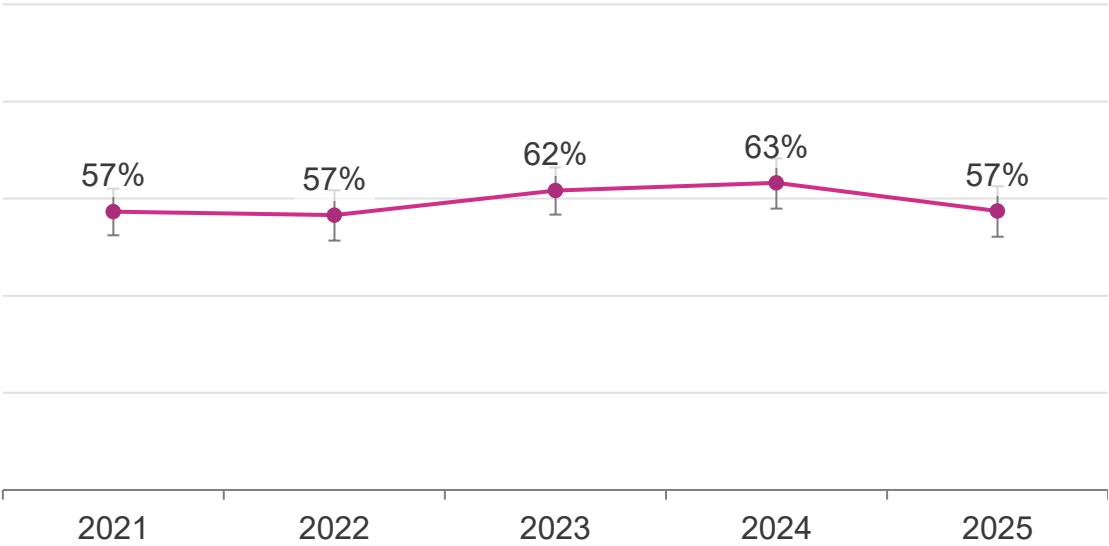
↕↗ **2021 – 2025:** notable increase or decrease

Total responses for X38: 2021 = 783, 2022 = 768, 2023 = 795, 2024 = 641, and 2025 = 634.

Year on year comparisons

Child's care and treatment

X39: Parents or carers felt they definitely received enough ongoing support from the hospital after their child's treatment ended. Asked to parents or carers of all age groups whose children received treatment for their cancer or tumour.

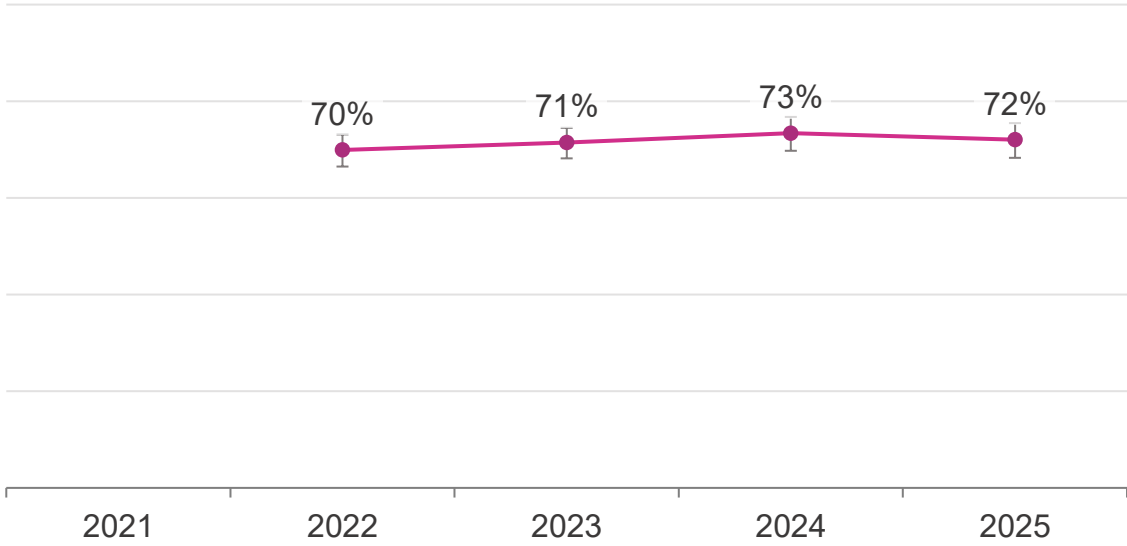


↓↑ **2024 – 2025:** notable increase or decrease

Total responses for X39: 2021 = 403, 2022 = 348, 2023 = 381, 2024 = 332, and 2025 = 343.

Care in hospital

X42: Parents, carers, and children felt that their child or they were always able to get help from staff on the hospital ward when they needed it. Asked to parents or carers of children aged 0-7 whose children stayed in hospital, and children aged 8-15 who have stayed in hospital (receiving treatment or care in the daytime or for an overnight stay).



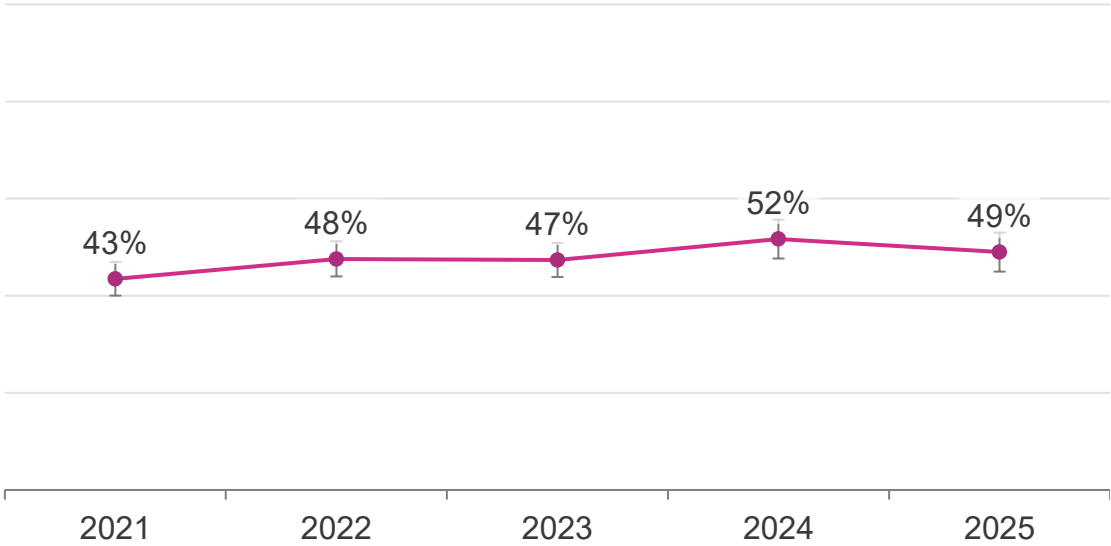
↓↑ **2021 – 2025:** notable increase or decrease

Total responses for X42: 2022 = 728, 2023 = 781, 2024 = 609, and 2025 = 597.

Year on year comparisons

Care in hospital

X43: Parents, carers, and children felt there were definitely enough things for the child to do in the hospital. Asked to parents or carers of children aged 0-7 whose children stayed in hospital, and children aged 8-15 who stayed in hospital (receiving treatment or care in the daytime, or for an overnight stay).

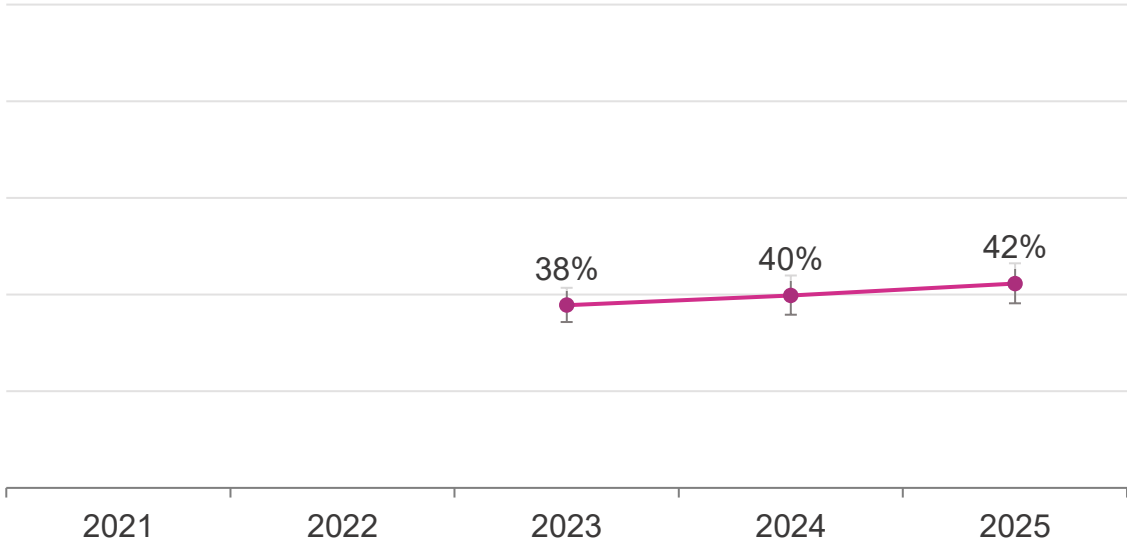


↓↑ **2024 – 2025:** notable increase or decrease

Total responses for X43: 2021 = 780, 2022 = 725, 2023 = 775, 2024 = 596, and 2025 = 590.

Care in hospital

X44: Parents, carers, and children felt that there was definitely a suitable choice of hospital food. Asked to parents or carers of children aged 0-7 whose children stayed in hospital, and children aged 8-15 who stayed in hospital (receiving treatment or care in the daytime, or for an overnight stay).



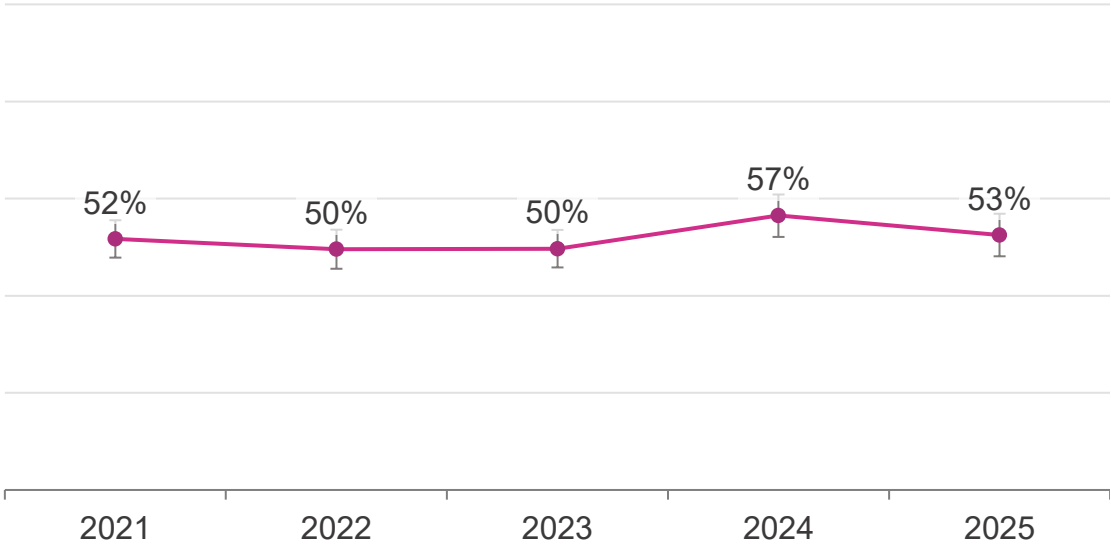
↓↑ **2021 – 2025:** notable increase or decrease

Total responses for X44: 2023 = 717, 2024 = 555, and 2025 = 544.

Year on year comparisons

Care in hospital

X45: Parents, carers, and children reported always being given somewhere private to talk to staff during the child's hospital stay. Asked to parents or carers of children aged 0-7 whose children stayed in hospital, and children aged 8-15 who stayed in hospital (receiving treatment or care in the daytime or for an overnight stay).

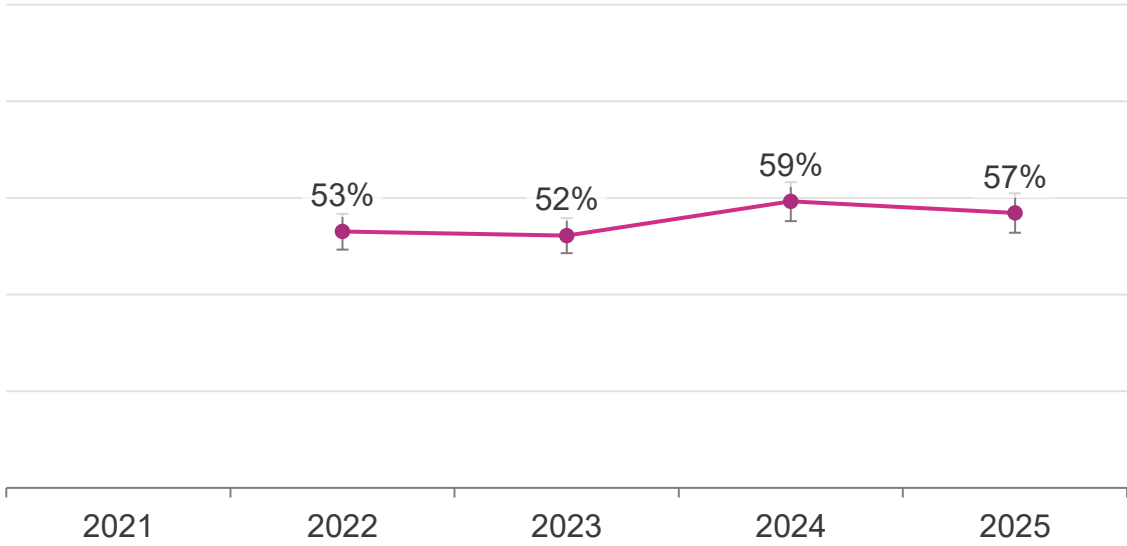


↕↗ **2024 – 2025:** notable increase or decrease

Total responses for X45: 2021 = 644, 2022 = 589, 2023 = 640, 2024 = 490, and 2025 = 495.

Care in hospital

X46: Parents or carers reported that the hospital always offered play specialist support when they needed it. Asked to parents or carers of all age groups whose children stayed in hospital (receiving treatment or care in the daytime, or for an overnight stay).



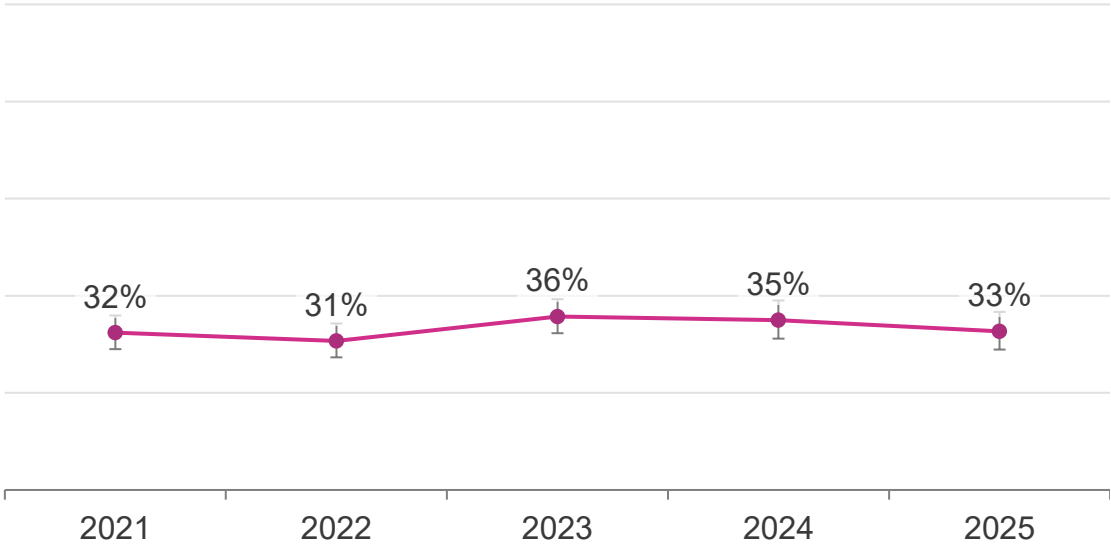
↕↗ **2021 – 2025:** notable increase or decrease

Total responses for X46: 2022 = 696, 2023 = 726, 2024 = 565, and 2025 = 564.

Year on year comparisons

Care in hospital

X48: Parents or carers reported that facilities for them to stay overnight were very good. Asked to parents or carers of all age groups whose children stayed in hospital and who stayed overnight with them (receiving treatment or care in the daytime, or for an overnight stay).

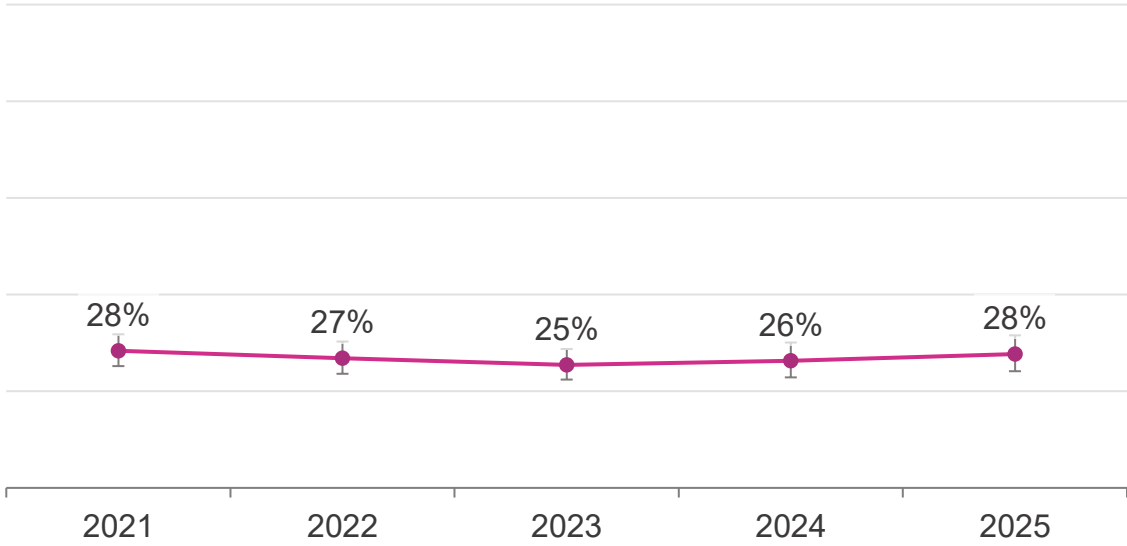


↕↗ **2024 – 2025:** notable increase or decrease

Total responses for X48: 2021 = 695, 2022 = 668, 2023 = 714, 2024 = 563, and 2025 = 557.

Care in hospital

X49: Parents, carers, and children reported that it was always quiet enough for them to sleep in the hospital. Asked to parents or carers of children aged 0-7 whose children stayed in hospital and who stayed overnight with them, and children aged 8-15 who stayed in hospital (receiving treatment or care in the daytime or for an overnight stay).



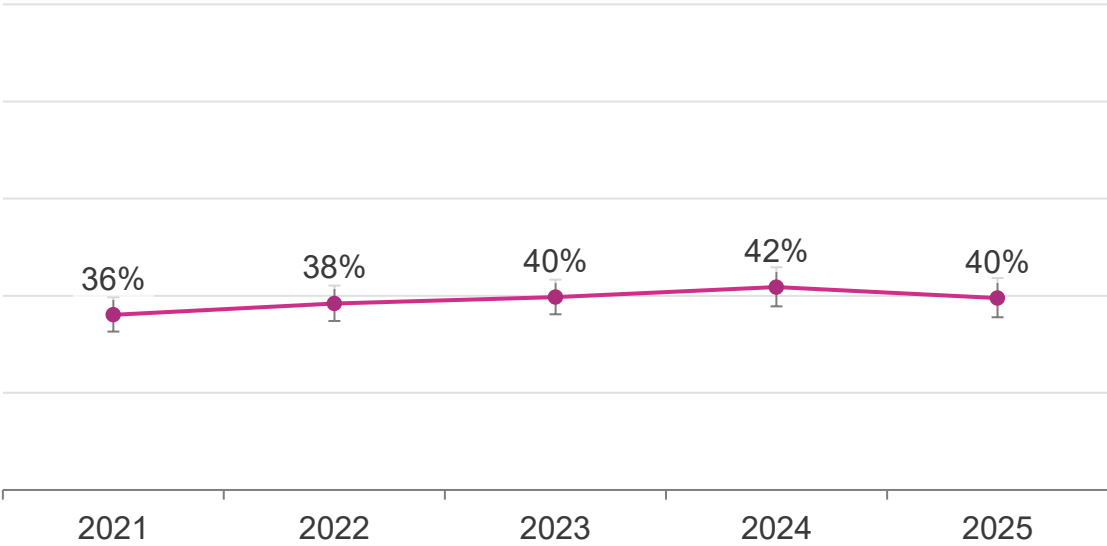
↕↗ **2021 – 2025:** notable increase or decrease

Total responses for X49: 2021 = 719, 2022 = 675, 2023 = 727, 2024 = 570, and 2025 = 556.

Year on year comparisons

Care in hospital

X50: Parents or carers reported they were definitely able to prepare food in the hospital if they wanted to. Asked to parents or carers of all age groups whose children stayed in hospital (receiving treatment or care in the daytime or for an overnight stay).

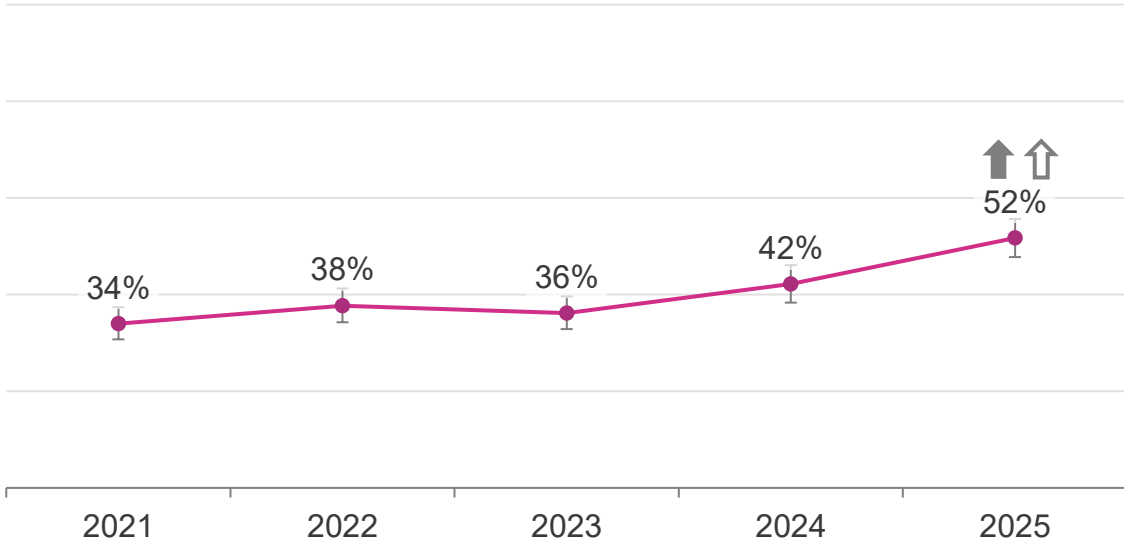


↕↗ **2024 – 2025:** notable increase or decrease

Total responses for X50: 2021 = 707, 2022 = 680, 2023 = 718, 2024 = 572, and 2025 = 559.

Care in hospital

X51: Parents or carers felt that the hospital Wi-Fi always met the needs of them and their child. Asked to parents or carers of all age groups whose children stayed in hospital (receiving treatment or care in the daytime or for an overnight stay).



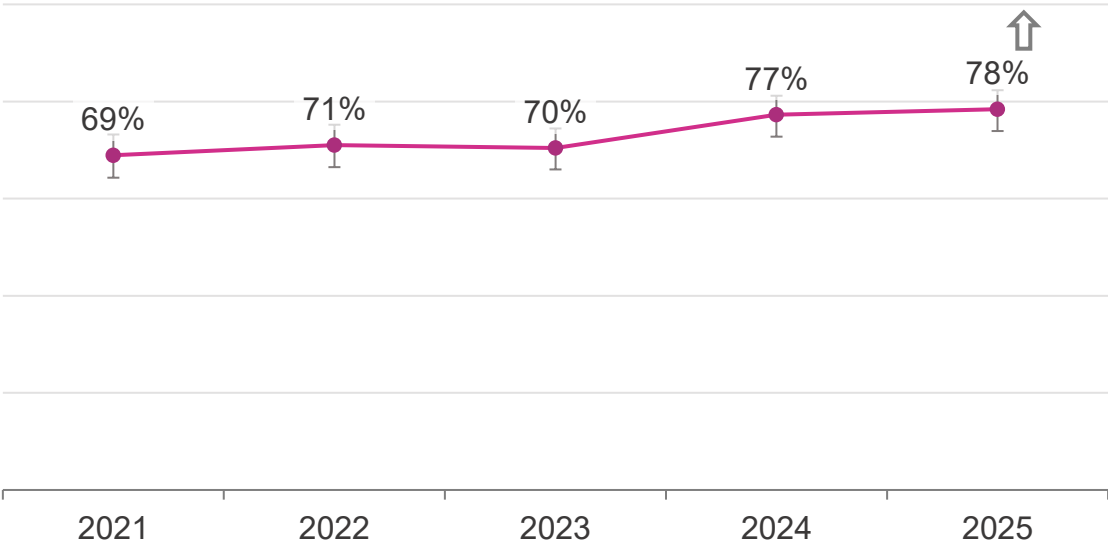
↕↗ **2021 – 2025:** notable increase or decrease

Total responses for X51: 2021 = 777, 2022 = 732, 2023 = 774, 2024 = 619, and 2025 = 617.

Year on year comparisons

Care in hospital

X52: Parents or carers reported that their child had access to hospital school services during their stay in hospital. Asked to parents or carers of all age groups whose children stayed in hospital (receiving treatment or care in the daytime or for an overnight stay).

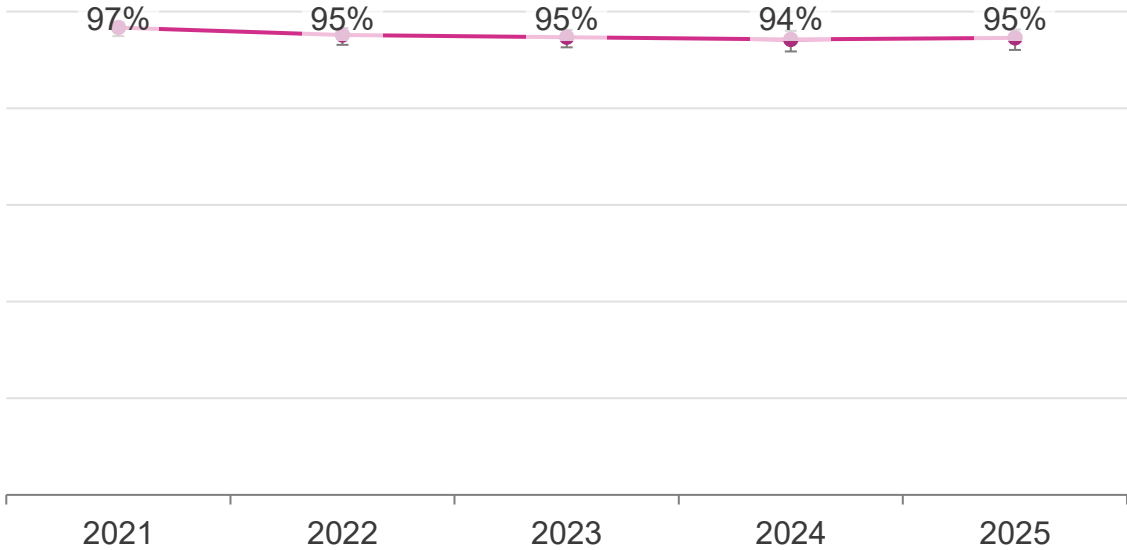


↓↑ **2024 – 2025:** notable increase or decrease

Total responses for X52: 2021 = 412, 2022 = 411, 2023 = 446, 2024 = 378, and 2025 = 366.

Care at home or at school

X54: Parents, carers, and children felt that the nurses who came to their home or school were always friendly. Asked to parents or carers of children aged 0-7 whose children have been visited at home or school by a nurse, and children aged 8-15 who were visited at home or school by a nurse.



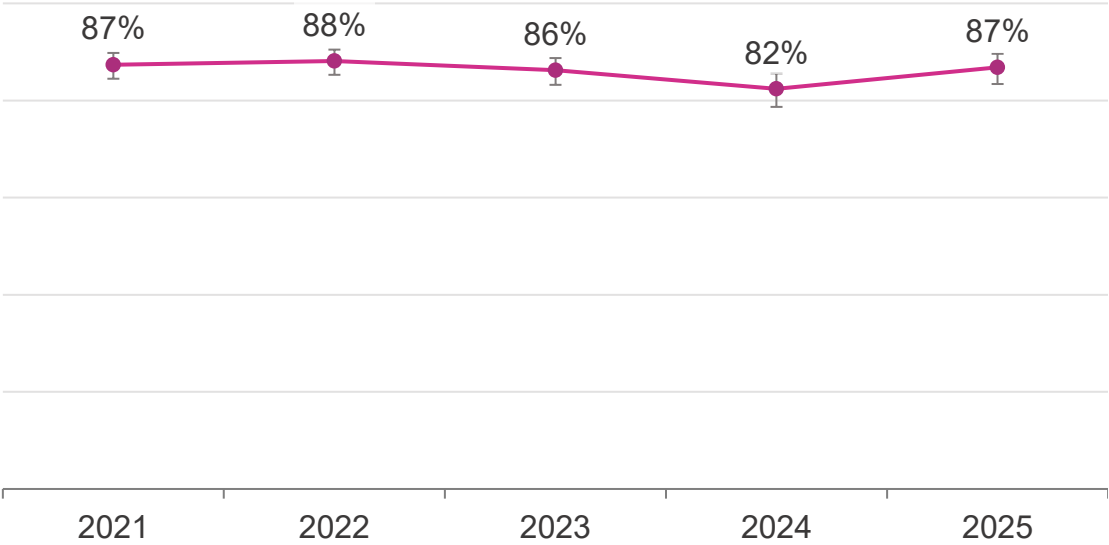
↓↑ **2021 – 2025:** notable increase or decrease

Total responses for X54: 2021 = 602, 2022 = 598, 2023 = 603, 2024 = 469, and 2025 = 458.

Year on year comparisons

Care at home or at school

X55: Parents, carers, and children reported that they always understood what nurses visiting their home or school were saying. Asked to parents or carers of children aged 0-7 whose child was visited at home or school by a nurse, and children aged 8-15 who were visited at home or school by a nurse.

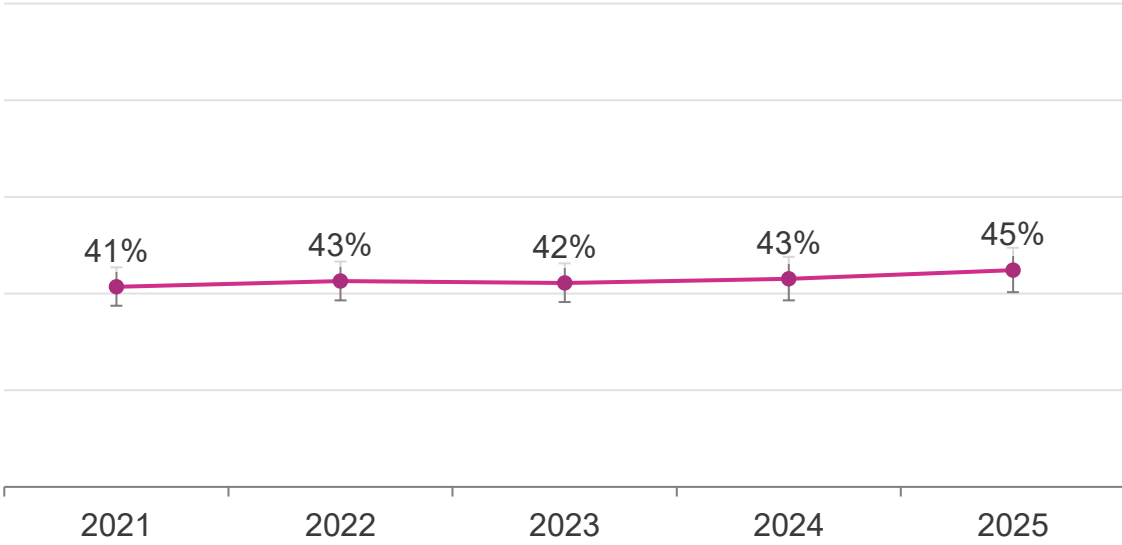


↓↑ **2024 – 2025:** notable increase or decrease

Total responses for X55: 2021 = 602, 2022 = 598, 2023 = 602, 2024 = 466, and 2025 = 455.

Care at home or at school

X56: Parents, carers, and children reported that the same nurses always came to their home or school. Asked to parents or carers of children aged 0-7 whose child was visited at home or school by a nurse, and children aged 8-15 who were visited at home or school by a nurse.



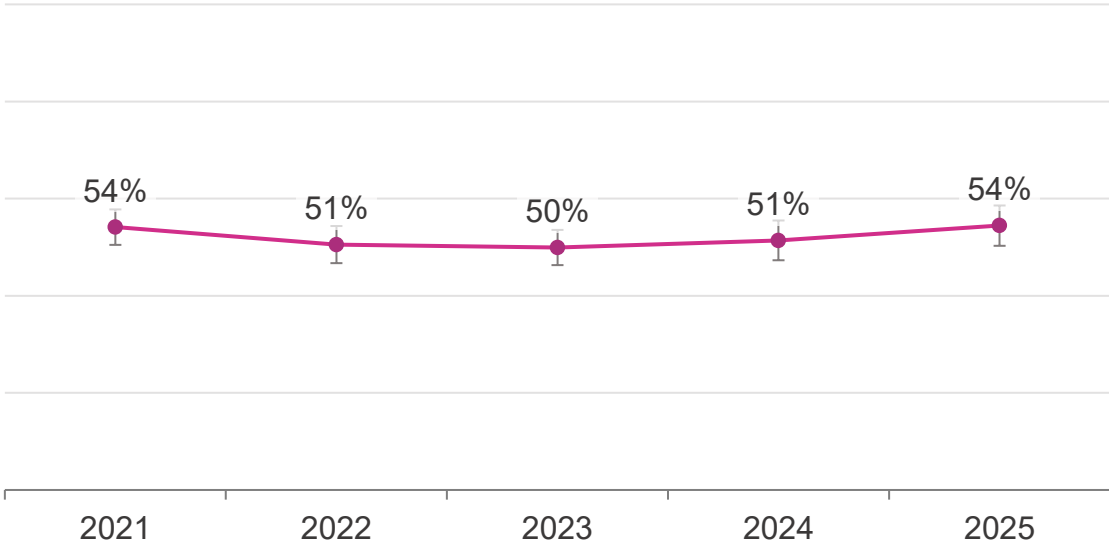
↓↑ **2021 – 2025:** notable increase or decrease

Total responses for X56: 2021 = 587, 2022 = 578, 2023 = 583, 2024 = 460, and 2025 = 446.

Year on year comparisons

Overall care

X57: Parents, carers, and children reported that different hospitals providing cancer or tumour care always worked well together. Asked to parents or carers of children aged 0-11, and children aged 12-15.

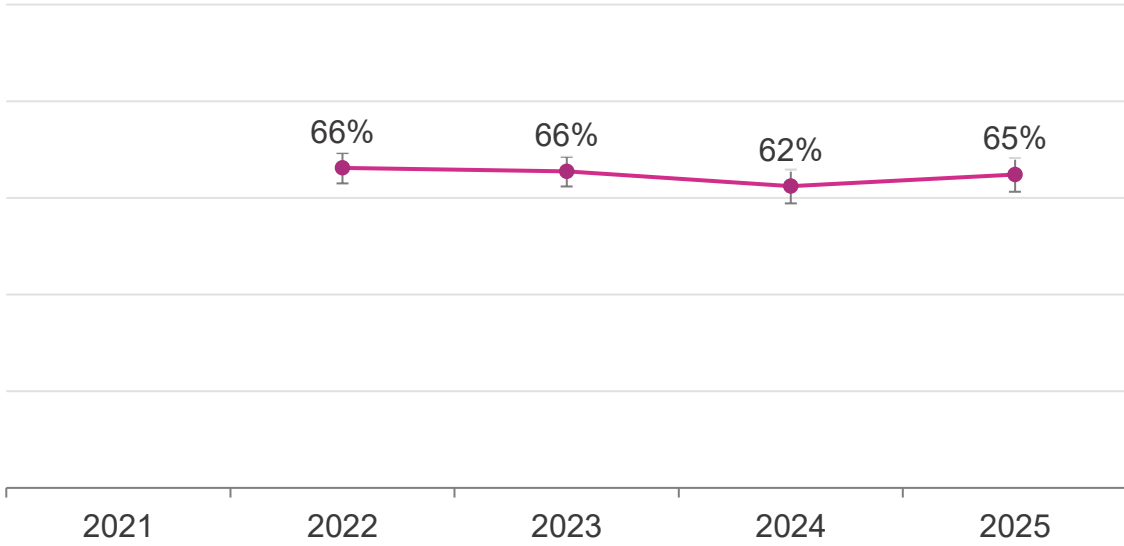


↕↗ **2024 – 2025:** notable increase or decrease

Total responses for X57: 2021 = 711, 2022 = 653, 2023 = 727, 2024 = 568, and 2025 = 549.

Overall care

X58: Parents or carers reported that the hospital where their child received most of their care is about or under an hour's travel from their child's home. Asked to parents or carers of all age groups.



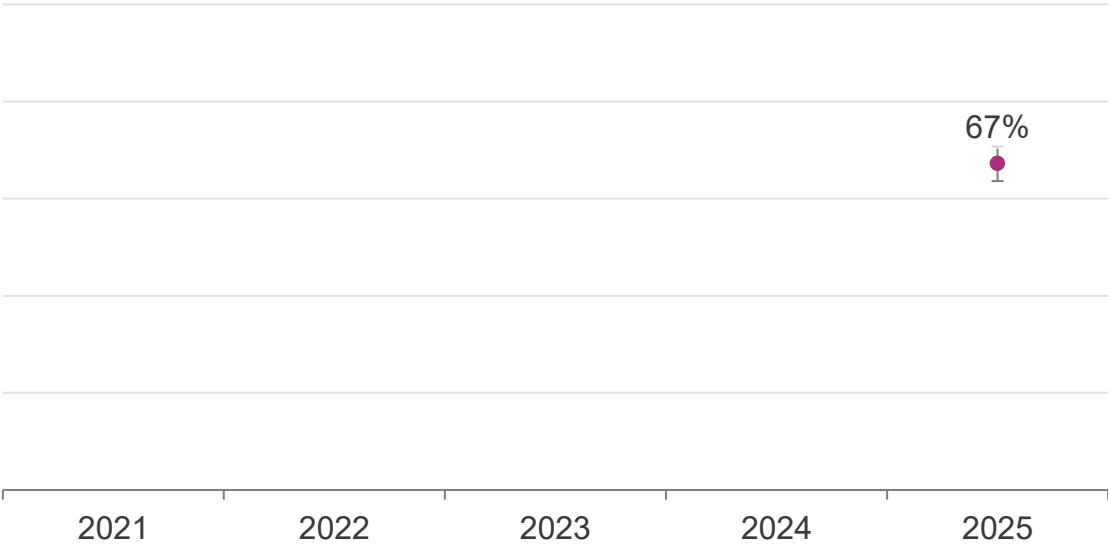
↕↗ **2021 – 2025:** notable increase or decrease

Total responses for X58: 2022 = 870, 2023 = 916, 2024 = 732, and 2025 = 714.

Year on year comparisons

Overall care

X59: Parents or carers were offered the opportunity to take part in a clinical trial or other research. Asked to parents or carers of all age groups.

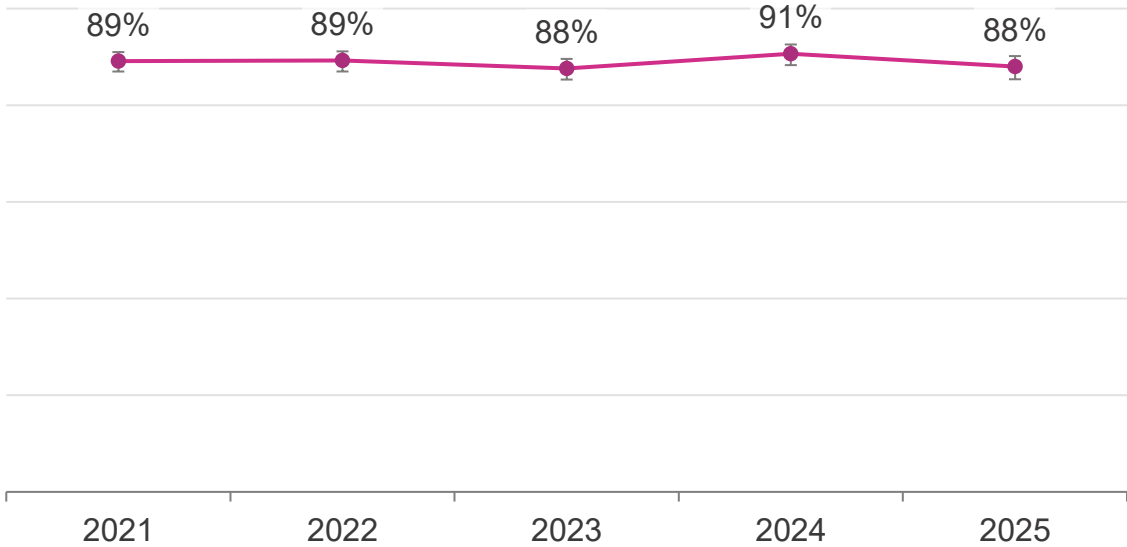


↓↑ **2024 – 2025:** notable increase or decrease

Total responses for X59: 2025 = 663.

Overall care

X60: Parents or carers rated the overall experience of their child's care as 8 or more out of 10. Asked to parents or carers of all age groups.

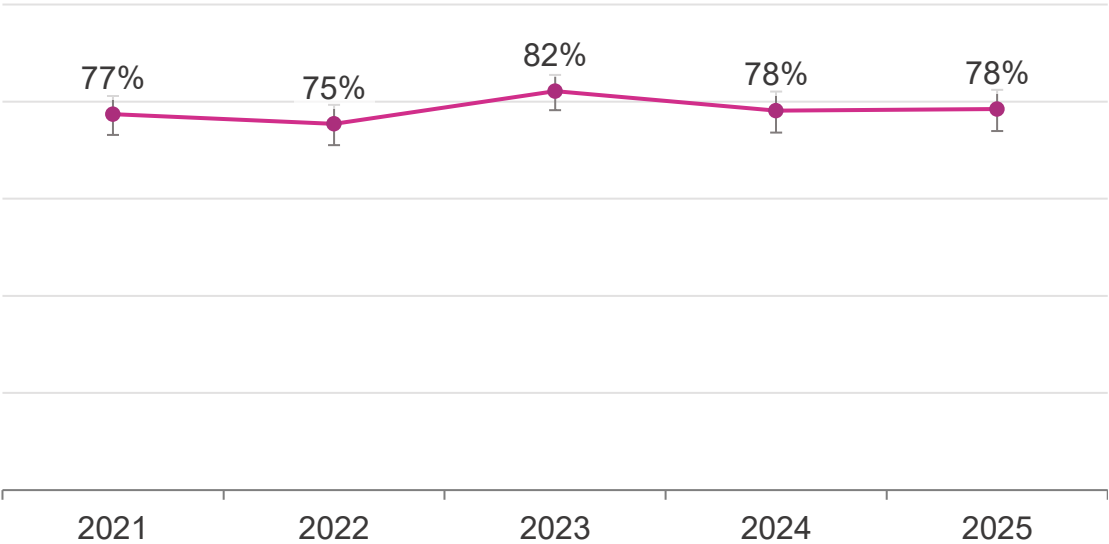


↓↑ **2021 – 2025:** notable increase or decrease

Total responses for X60: 2021 = 922, 2022 = 855, 2023 = 912, 2024 = 717, and 2025 = 707.

Overall care

X61: Children reported that they were very well looked after by staff for their cancer or tumour. Asked to all children aged 8-15.



2024 – 2025: notable increase or decrease



2021 – 2025: notable increase or decrease

Total responses for X61: 2021 = 416, 2022 = 411, 2023 = 426, 2024 = 366, and 2025 = 358.

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Further information



For more information on the Under 16 Cancer Patient Experience Survey, visit the [survey website](#).



If you have any questions about the survey, please do not hesitate to get in touch [via email](#).



For full data tables showing results to all survey questions, please see the [survey website](#).

An [interactive dashboard](#) allowing you to explore the survey data by subgroup (e.g. by current group, ethnicity, age and more) is also available.

8 Appendix

Appendix: Proportion of responses from each PTC

Principal Treatment Centre (PTC)	Number of responses	Proportion of responses
Alder Hey Children’s NHS Foundation Trust	47	6%
Birmingham Children’s Hospital NHS Foundation Trust	74	10%
Cambridge University Hospitals NHS Foundation Trust	68	9%
Great Ormond Street Hospital for Children NHS Foundation Trust & University College London Hospitals NHS Foundation Trust	124	17%
Leeds Teaching Hospitals NHS Trust	47	6%
Manchester University NHS Foundation Trust	55	7%
Nottingham University Hospitals NHS Trust & University Hospitals of Leicester NHS Trust	54	7%
Oxford University Hospitals NHS Foundation Trust	31	4%
Sheffield Children’s NHS Foundation Trust	20	3%
The Newcastle upon Tyne Hospitals NHS Foundation Trust	44	6%
The Royal Marsden NHS Foundation Trust & St George's University Hospitals NHS Foundation Trust	70	9%
University Hospital Southampton NHS Foundation Trust	61	8%
University Hospitals Bristol and Weston NHS Foundation Trust	56	7%
Total	751	100%