



Cancer care survey

Information to help you take part in our survey



 **What do you think?**

Do you think the idea is a good one?

 Yes

 Not sure

 No

About our survey



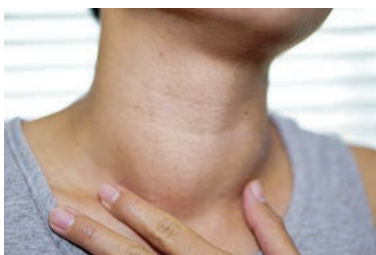
We have sent a survey to you and your parents. It asks questions about your **cancer** or **tumour** care.



Cancer is a disease people can get. It can be very serious and can make you ill.



Your body is made up of tiny cells.



A **tumour** is when a group of broken cells grow and stick together in a lump.

Some tumours do not cause harm and are not cancer.



Your answers will help the NHS to make cancer care better for patients.



Here is some information to help you to take part in the survey.

About taking part in our survey



The survey is not in easy read.



You can ask somebody to help you read the questions and answer them if you want.



But they should not tell you what to answer.



We want to know what you think.



You do not have to answer all the questions if you do not want to.

How to send your answers back to us

Fill in the survey online

Online means on a computer, phone or tablet.



To fill in the survey online, go to this website:

www.under16cancerexperiencesurvey.co.uk/i-have-received-survey



First, you will need to type in a **code**. A **code** is a set of letters or numbers.



You can find the code on the letter that we sent you about the survey. It will be called **access code**.



For each question in the survey, click on the answer you want.



Then click on the button with this arrow on it.



Fill in a paper survey

Fill in your answers in the paper survey we sent you.



Put a cross in the box next to the answer you want.



Then post your answers back to us.
You can send them back in the envelope that came with the survey.



The envelope will say **FREEPOST** on it.
You do not need to put a stamp on it.



If you do not have the FREEPOST envelope, you can use your own.
Write this address on the envelope:

**Freepost Plus RUAU-CSSR-ZSTE
Under 16 Cancer Patient Experience Survey
Picker Institute
Midland House
95a The Green
WEDNESBURY
WS10 8JP**



You do not need to put a stamp on the envelope.

Tell us your answers on the phone



Phone our team on:

08000 720 069



It is free to call this number.

What happens after the survey



We will look at everyone's answers altogether.



Then we will write some reports about what we have found out.



We will share our reports on our website:

www.under16cancerexperiencesurvey.co.uk



We will not use your name in our reports.



That way, nobody can tell it was you who told us.



We will share everything you wrote on the survey with the NHS trust that cared for you.



Listening to cancer patients will help us to understand what matters most to people.



It will help us to understand how to help people in the best way.



Thank you for answering our questions.



Contact us

If you have any questions about the survey, contact us.



Phone:

08000 720 069



It is free to call this number.