



Cancer Prehabilitation and Rehabilitation: Service User Feedback Survey

About this survey

We would be grateful for your honest feedback to help us improve our service.

This survey should take no more than 10 minutes to fill in. There are 5 sections with space to add examples of what the service does well or could do better.

Please tick the option that you feel best applies to your experience. If you do not know, or cannot answer the questions, then please tick 'unsure'. Your responses are anonymous.

If you need any help, or would prefer it in another format, please let a member of staff know.

Name of your service	
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Section 1: The service meets my needs

	Rarely	Sometimes	Often	Always	Unsure
I am asked what matters to me					
I am asked about all aspects of my life (including diet, mental health, exercise)					
I am given support that meets my needs and situation					
I am supported to work towards goals that are important to me					
I am able to involve family/carers in planning and decisions as much as I want					
I am told about support for my family/carers					
I am supported to review my plans and progress regularly					

Section 2: The service was accessible to me

	Rarely	Sometimes	Often	Always	Unsure
I was given access to the service when I needed it in my cancer journey					
I am able to get to the service easily					
I can access the service at times that are good for me					

I am seen within 10 minutes of my appointment time					
I am given enough time at my appointments					

Section 3: My care was well coordinated

	Rarely	Sometimes	Often	Always	Unsure
I find it easy to contact my named worker					
I have a plan that includes the people involved in my care					
I am confident updates about my plan are shared with those that need to see them					

Section 4: My experience of the service

	Rarely	Sometimes	Often	Always	Unsure
I have confidence the service understands my needs					

I am given support that helps me feel in control over my situation					
I have opportunities to meet other people who have experienced similar issues if I want to					
I am confident that the staff have the skills and knowledge to support me					

Section 5: Please tell us anything you think we have done particularly well or that we could do better

Thank you for taking the time to complete this survey.