University Hospital Southampton
NHS Foundation Trust

Wessex Teenagers and Young Adults Service

Patient Experience Survey Report

2025









About the survey

We are always keen to provide the very best care and service to teenagers and young adults (TYA's). To help us do this, we ask patients that have been looked after by the TYA team to complete a questionnaire about their experiences.

With help from Wessex Cancer Alliance, we simplified the survey this year to help increase the number of responses we received. The questionnaire was anonymous and ran from March to May 2025. The survey was shared with patients by:

- **text/WhatsApp with a link to the survey**
- **ward posters displaying a QR code**
- **leaflets given to the patients with a QR code by the ward staff**
- **via our TYA Newsletter**

On reviewing this year's responses, we agreed to create an action plan to address any concerns where less than **80% positive responses** were received, or where a service improvement is required.

Key findings

32 **patients responded to our survey**
(11 more than the year before and 15 more than the year before that)

56% **were referred from a health professional**
and seen by a cancer specialist within 1 month

90% **said they trusted the professionals**
looking after them

97% said their **Doctors and Nurses looked after them** well together

OVER 90% reported their overall experience of care was **4 out of 5 stars or above**

What we learned

Choosing where to have treatment and being given the right information about their cancer at diagnosis, are important areas to get right for all young people. We are pleased that **78%** of patients told us they were given enough information about this.

There are still some patients not being seen by a cancer specialist, within a month of being referred by a health professional. The recently published National Cancer Plan for England, sets ambitions to improve earlier diagnosis for children and young people.

The level of understanding about clinical trials varies a lot with our patients and this may result in missed opportunities.

Information about being discharged from hospital and ongoing communication with the hospital team are important conversation to get right. Patients need to feel prepared for leaving our care and have the level of support from the hospital team that meets their individual needs.

To achieve the best possible outcomes for our patients, we need to provide excellent holistic support and ask patients about all the things that matter to them, such as emotional, physical and practical support needs. This is documented in a form called a Holistic Needs Assessment (HNA) or IAMs. This latest survey showed us that we are still not completing as many IAMS as we should be.

Patients told us how much they valued the support they received from the Young Lives vs Cancer Social workers, the TYA clinical team and youth support coordinators but the responses showed that remote support requires further work.

“ Familiar faces and smiles helped me during both my good and moody days”



“All the doctors, nurses and all other staff have been amazing”

You Said, We will

You Said	We will
We need to ensure patients were given a choice about their place of treatment (where possible)* **Patients diagnosed with cancer under the age of 19, are required to have treatment at the principal treatment centre.*	We record the preferred place of care in our Multi-Disciplinary Team (MDT) outcomes to make sure this has been properly discussed with the young person. We ensure every patient is given a copy of the Wessex TYA cancer service patient booklet.
We need to improve the amount of patient information given at diagnosis.	Patients are now provided with a QR code to access our LinkTree patient portal where regular updates and information is shared. We continue to work on how we communicate cancer-specific information to individuals and their families.
We need to tell patients about clinical trials suitable to them as part of their treatment.	When each patient is discussed at MDT, we look to see if there is a clinical trial available for them and share this information with the Consultant. They will then discuss this in Clinic with the patient and their family. We are working more closely with our newly formed clinical trials team to increase the visibility and understanding of clinical trials in the TYA population and to increase the number of clinical trials available to our patients.
When going home after treatment/ discharge, we need to give easy access to relevant information and advice.	All patients can have access to My Medical Record, where information about their discharge is shared. This information is also shared in paper-form with the patient before they leave the hospital. We are working closely with the ward, to ensure that all aspects of the discharge process are discussed with the patient, and that patients are receiving the information that they need in a timely manner.
We need more contact and support from the TYA team after going home.	The positive responses to this question have improved since our last survey, but as a team we are still keen to improve this for individual patients depending on need. We aim to speak to each patient prior to discharge to find out what contact they would like from the team at home.
We need to make sure patients are offered an opportunity to complete a Holistic Needs Assessment (known as 'IAM').	We now have a more robust system in place to complete an 'IAM' and expect our data and patient responses to reflect this when next collected.
We need to improve on the level of remote support offered to patients and access to activities	Patients who consent, are now added to our monthly Newsletter distribution list, where they can access information about support and activities available. We also provide details of our LinkTree patient portal to each patient so they can find information and support via this as well. We continue to improve the level of remote support offered to patients who may not come to UHS for their treatment and would not have the opportunity to meet our Youth Support Coordinators.

Thank you

This survey has seen our greatest number of responses since we began sharing the TYA patient experience survey and we would like to extend our thanks to everyone who took the time to complete it. Your responses have helped us to improve various aspects of our TYA service.

The survey provides patients with a place to express their views, and we will continue to share these surveys on a bi-annual basis, to seek more ideas and suggestions for improvements. Inbetween surveys, patients, will be able to provide feedback via our Linktree portal or with staff on our TYA Ward.





"My teenage nurse has been great...I can call up and she sorts stuff for me"

Working in partnership with the following organisations:

YOUNG LIVES vs CANCER

TEENAGE CANCER TRUST

For a translation of this document or to request information in an accessible format, please email: wessexcanceralliance@wca.uhs.nhs.uk

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