



# Improving care for our cancer patients

Cancer patient experience surveys show that people were not receiving the levels of care or support they deserved whilst using our services. A range of new initiatives have now been introduced to ensure that we improve the experience of our oncology patients.

## The Issue

The latest cancer patient experience survey results have been published. These highlight that patients being treated for cancer in London are far less satisfied with the care and support they receive than elsewhere in the country. Eight of the bottom ten Trusts are in London.

We treat ten per cent of all the cancer patients in London, and 50 per cent of those in the North East of the city. We also care for a diverse population with poor outcomes for cancer patients in some local boroughs.

As one of the busiest cancer centres in the capital, it is vital that we make changes to ensure that patients - and their families - feel supported and confident in our service.

## What our patients said

Our patients told us that they wanted more emotional support, and better communication from staff. They wanted to be involved in decisions about their care and treatment, and to have their views taken into account.

They asked us to be clearer in our explanations, and to treat them with respect.

### Putting our patients first

A raft of new initiatives have been introduced at Queen's and King George hospitals to improve care for cancer patients.

These include:

- Developing an acute oncology service, allowing cancer patients to be fast-tracked through our emergency departments and receive treatment far more quickly
- Appointing two more cancer Clinical Nurse Specialists
- Boosting the number of complementary therapists who provide treatments such as reflexology and massage to cancer patients
- Creating outreach forums in the community for awareness prevention and to support those living with and beyond cancer
- Providing an information pod in the main atrium of Queen's Hospital
- Working with local authorities and the YMCA to develop Moving Forward – a physical activity programme for patients living with and after cancer
- Extending our palliative care service so it operates seven days a week
- A carers group has been created by our psychology service.

### Next steps

Macmillan is supporting the work which has already taken place by funding a new role – a programme director for Cancer Patient Experience.

We are also going to set up a buddy service for newly-diagnosed cancer patients, develop an information DVD for people who need to have chemotherapy, and work towards building a new Health and Wellbeing Centre.

We also recognise our responsibility to promote a healthy lifestyle, and are encouraging people to stop smoking by becoming a smoke-free Trust.

### To find out more

- You can read the latest survey results here [National Cancer Patient Experience survey 2014](#)
- You can read more about our cancer services at [www.bhrhospitals.nhs.uk](http://www.bhrhospitals.nhs.uk)

If you have a concern, compliment or query about your treatment at Queen's or King George Hospital, please contact our Patient Advice and Liaison Service (PALS) on **01708 435 454** or email [PALS@bhrhospitals.nhs.uk](mailto:PALS@bhrhospitals.nhs.uk).

Taking  in our care