

TOUCHPOINTS

Day surgery

- Disorganised, chaotic
- Feeling invisible and alone
- Need to be segregated
- Saying goodbye to family/friends too early

Moving through the system

- Long waiting times in clinics although justified if they had enough time with consultant.
- Administrative issues- making and co-ordinating appointments and receiving letters on time.
- Lack of continuity of care- seeing a different consultant/ nurse each time meant a trusting relationship not established.
- Positive impact of friendly front line staff on patient experience- friendly staff improving patient experiences.
- Satisfied with the speed of moving through process- diagnostic tests, booked in for surgery, treatment.
- Need for better communication across the disciplines- letting patients know what to expect.

Diagnosis

- Delivering news sensitively
- Having friend/relative with you

Understanding what's happening

- Importance of being given enough time with consultants, establishing trusting relationships
- Need for more information about pre-assessment procedures.

Receiving support

- Satisfied with support from CNS
- Importance of counselling, support group and complimentary therapies

CO-DESIGN PRIORITIES

Day surgery

- Lack of information about operating times/ having to wait long hours
- Being separated from family and friends too early
- Feeling invisible and alone
- Being rushed through recovery

Appointment systems

- Not receiving letters on time, patients not on the lists, lost in system

Communication along the way

- Importance of communication between staff and patients
- Staff spending enough time with patients
- Importance of written information
- Information about going through cancer treatment and living with the side effects
- Feeling lost at end of treatment- more information about what happens next

Care at the end of treatment

