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MACMILLAN
CANCER SUPPORT

The National Cancer Patient Experience Survey

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The results of last year's National Cancer Patient Experience survey have recently been released.

As well as the publicly available scores, each Acute Trust has a private report containing all their patients free text responses.

A small, but significant, number of these comments relate to GP services.

Here are some of the comments from the reports covering South East London (including patients referred in from Southern England):

"Local GP services not pro-active enough. Local GP is sent copies of my details yet from recent contact I do not feel he is aware of my situation which leads me to believe he is not reading them." Patient with brain cancer

"My GP should have listened to me and acted faster, rather than wait a year before sending me to hospital." Patient with breast cancer

"My GP (Dr H) showed herself to be both knowledgeable and hugely supportive."

--25% of the comments were positive

--75% negative (some strongly so)

--Most comments related to delayed diagnosis, but a significant number related to the lack of support from the GP surgery.

--Another main area of concern was around the lack of communication between the hospital and the GP surgery.

This is an incredibly rich source of feedback from patients; some uplifting and some deeply depressing!

You can request sight of your local trust or cancer centre's report by contacting the lead cancer nurse at the trust.

WE SHARE OUR EXPERIENCES