

USE YOUR
EXPERIENCES
TO SHAPE
CANCER CARE
IN WALES

WE ARE
MACMILLAN.
CANCER SUPPORT

Patient experiences drive improvement

Macmillan Cancer Support believes listening and acting upon patient experiences should be at the heart of how services are planned.

This is why we worked closely with Welsh Government to carry out the first national Cancer Patient Experience Survey to find out more about patients' experience of cancer care in Wales.

More than 7,300 people took part in the survey.

In fact, every eligible hospital in Wales took part, so it's likely that your local hospital will have participated.

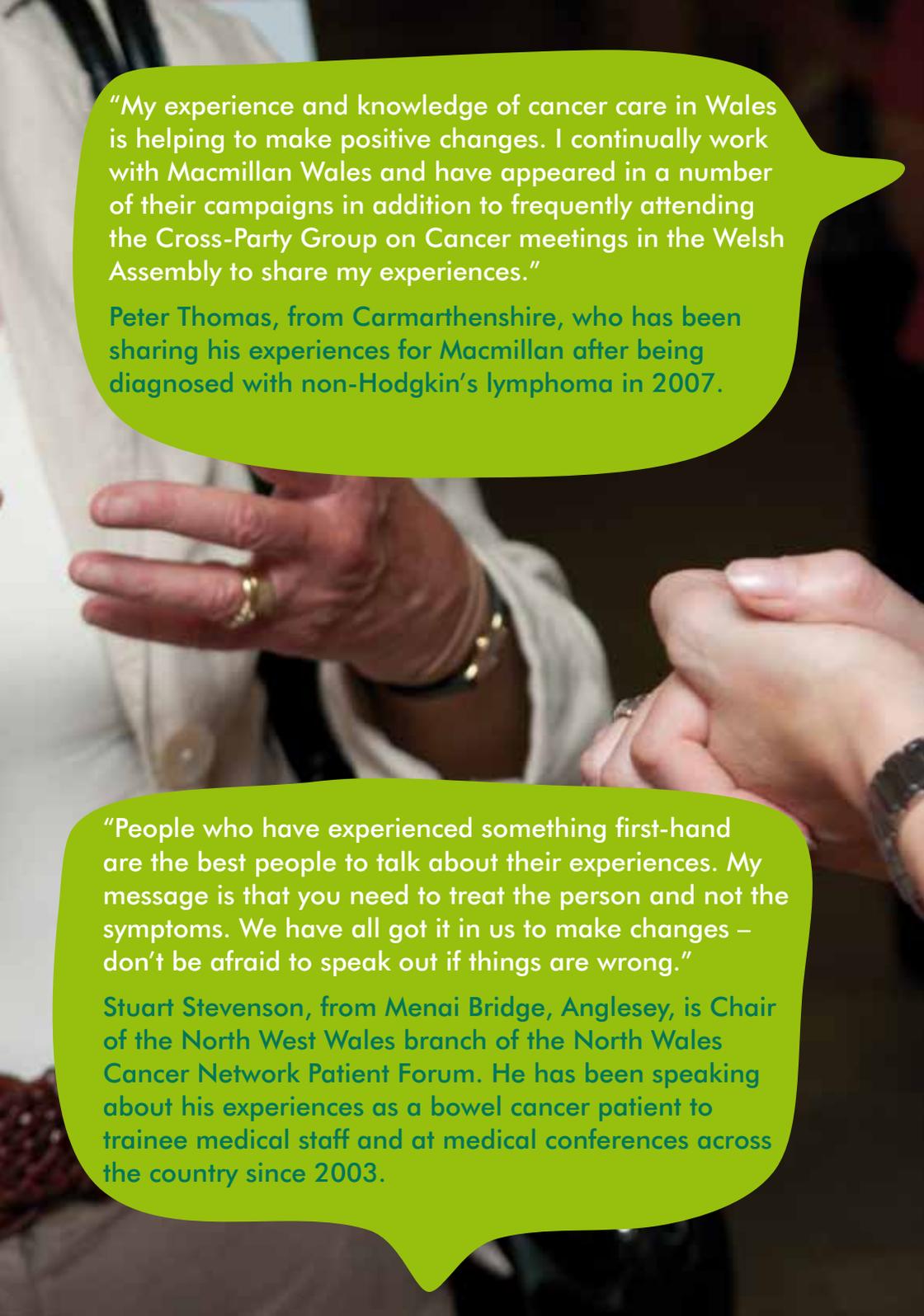
The survey asked patients for their opinion on care provided by their GP, about their in-patient (hospital) care and what happened after they were discharged from hospital.

It covered important things that matter most to people.

The large numbers of people who responded to the survey make it clear that cancer patients in Wales want to have their say.

You can read the results of the latest national survey and the reports for each health board/trust in English or in Welsh at www.quality-health.co.uk.

If you don't have access to the internet, you can obtain an executive summary of the report by contacting Macmillan Wales on 01656 867960.



"My experience and knowledge of cancer care in Wales is helping to make positive changes. I continually work with Macmillan Wales and have appeared in a number of their campaigns in addition to frequently attending the Cross-Party Group on Cancer meetings in the Welsh Assembly to share my experiences."

Peter Thomas, from Carmarthenshire, who has been sharing his experiences for Macmillan after being diagnosed with non-Hodgkin's lymphoma in 2007.

"People who have experienced something first-hand are the best people to talk about their experiences. My message is that you need to treat the person and not the symptoms. We have all got it in us to make changes – don't be afraid to speak out if things are wrong."

Stuart Stevenson, from Menai Bridge, Anglesey, is Chair of the North West Wales branch of the North Wales Cancer Network Patient Forum. He has been speaking about his experiences as a bowel cancer patient to trainee medical staff and at medical conferences across the country since 2003.

MAKE A DIFFERENCE TO CANCER SERVICES IN YOUR AREA

There are many ways people affected by cancer can get involved and help influence change and improvement to cancer services across Wales.

- Ask if there's a patient group in your area
- Get involved with the North or South Wales Cancer Networks Patient Forums
- Become a Macmillan Cancer Voice (www.macmillan.org.uk/cancervoices)
- Share your story in the media
- Join your local Community Health Council (CHC)

If you would like more information on how you can get involved and use your experiences to improve cancer services in your area, **contact your local Macmillan Involvement Coordinator.**

In South Wales, contact Amy Mason on 01656 867960 or email amason@macmillan.org.uk

In North Wales contact Ruth Daniels on 01691 772936 or email rdaniels@macmillan.org.uk