

In partnership with

**MACMILLAN**  
CANCER SUPPORT

easy  
read

# If you are unhappy with your care





# About this easy read booklet



This booklet is about if you are unhappy with your care.



You can learn about who can help you if you are unhappy with your care.



If you are worried about your health, you should talk to a doctor or nurse.



# Talk to your cancer team



The doctors, nurses and other people in your cancer team are there to give you the best possible care.



But sometimes things might not go as well. Some things might make you feel worried or unhappy, for example:



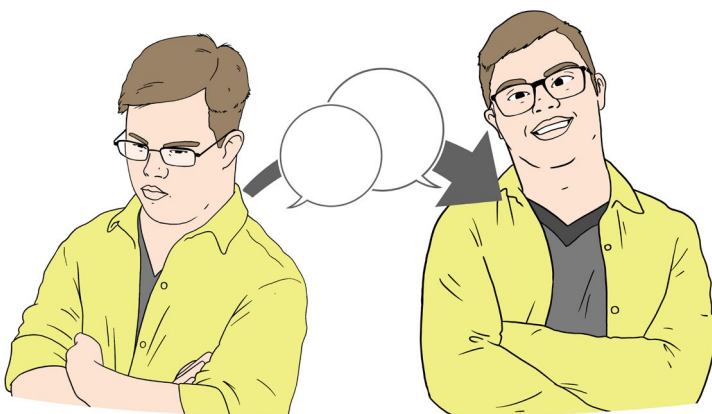
- your doctor or nurse did not listen to you or give you enough time



- you were not given information about the cancer or treatment in a way you could understand.



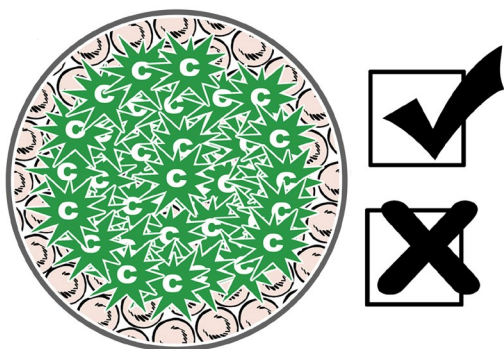
It is important to tell your cancer team if something or someone is making you feel bad.



Sometimes the problem can be sorted out by talking to the people involved.



If you are not sure about the treatment or information you are offered, you can ask for a second opinion. This means asking a different doctor if they agree with your **diagnosis** or treatment.



**Diagnosis** means finding out if you have an illness or not.



If you want a second opinion, talk to your doctor and they can tell you more about it.



# Advocates



Sometimes it can be hard to talk about things that upset you. Or make people understand what is making you sad.



An **advocate** is a person who can help you make decisions and support you to tell other people your decisions.



An advocate can:

- help you explain how you feel



- go to appointments with you



- speak for you



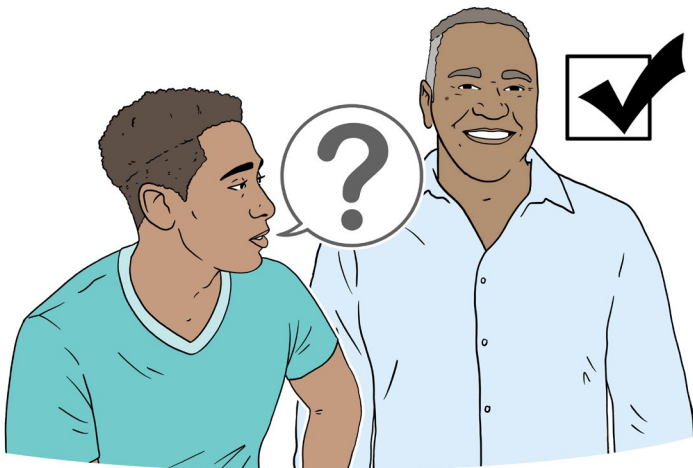
- help your team to understand what is upsetting you



- help you to write letters or fill in forms.



Some organisations can provide an advocate if you need help.



You can also ask a friend or family member.



# Making a complaint



If you are still unhappy after talking to your cancer team, you have the right to make a complaint. Your thoughts and feelings are important.



Feedback and complaints can help your cancer team improve the way they work.

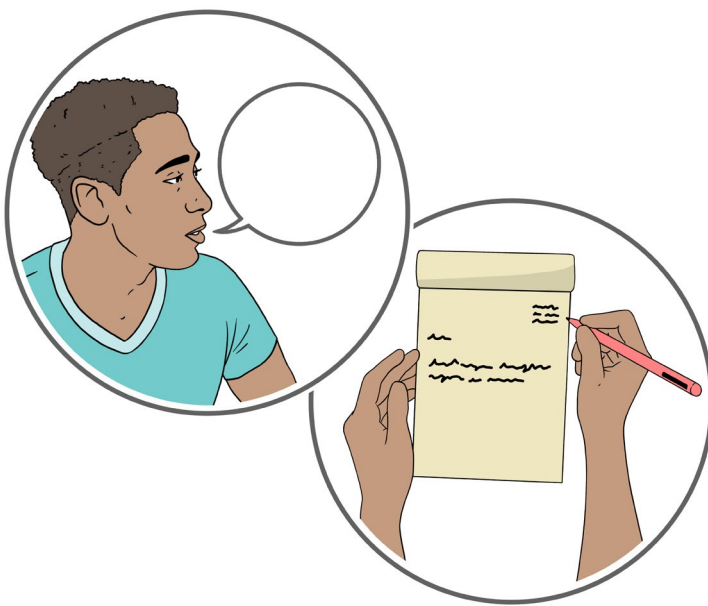


## How to complain

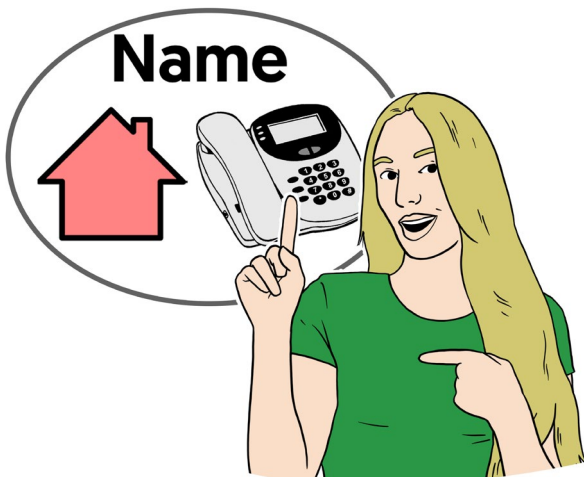
Ask your cancer team about how to complain.



Try to complain as soon as you can.



You can complain by writing a letter or by talking to someone.

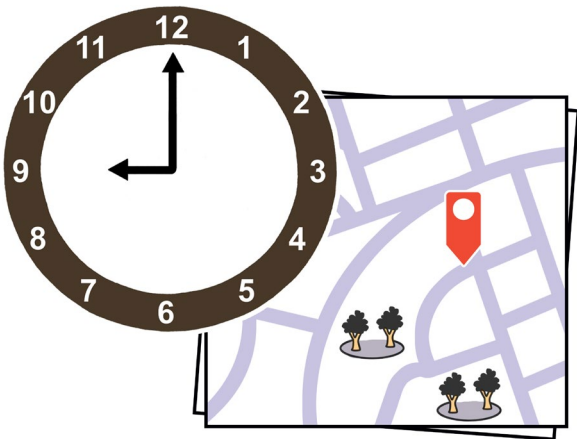


Try to give as many details as possible. Things like:

- your name, address and telephone number



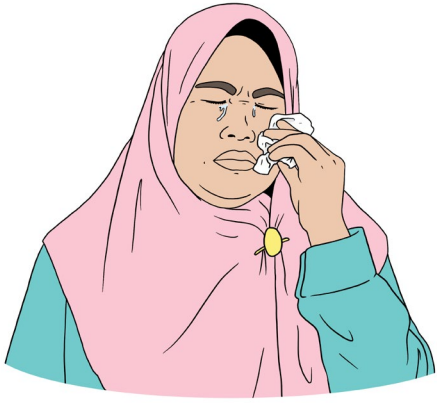
- what happened



- when and where it happened



- who was involved



Making a complaint might be upsetting. But it can help you to understand what went wrong.



It may help your team understand what they can do to make sure the problem does not happen again.



## Your rights



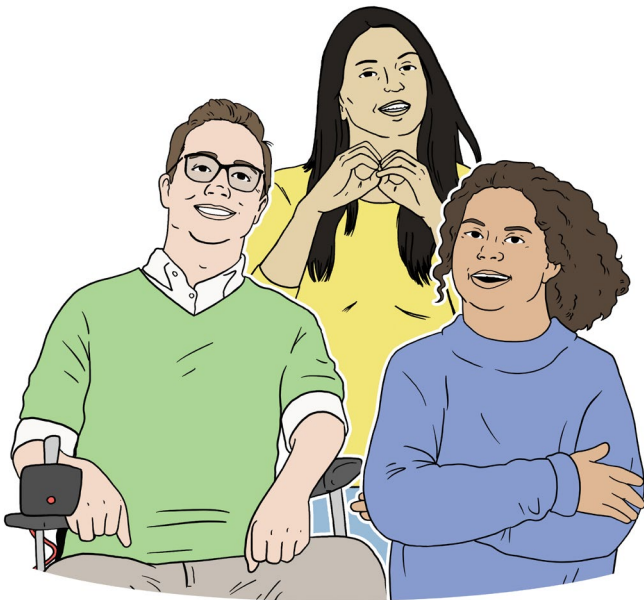
Your cancer team must always treat you with **respect**. This means treating you fairly and listening to you.

It is against the law to treat someone unfairly because of their:

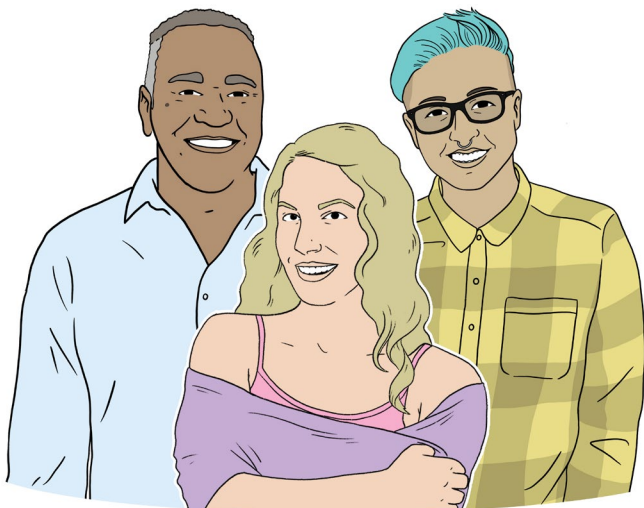


- age

- disability



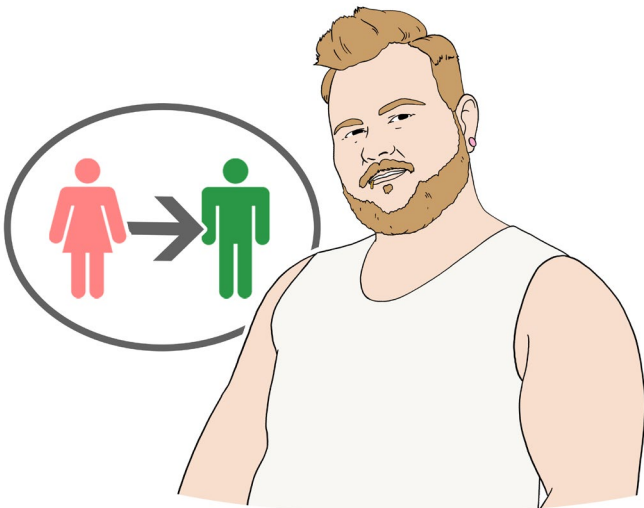
- Sex





- sexuality

This means who you are attracted to.

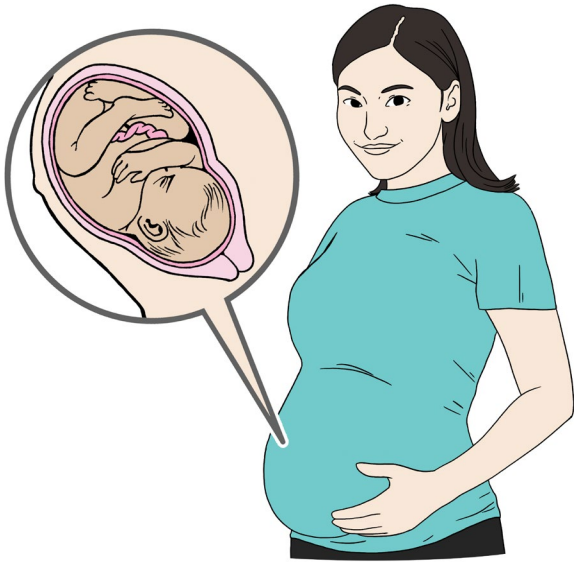


- gender reassignment

This means if you are a different gender than when you were born.



- marriage or civil partnership



- pregnancy



- race



- religion or belief.



If people are treated unfairly because of the reasons above, it is called **discrimination**.



If you do not feel safe or comfortable talking to your cancer team, tell someone you trust.



## Getting support



Here are some people who can help you to make a complaint:

### **The Patients Association**

You can call their helpline free on **0800 345 7115**



If you live in England or Wales:

### **Patient Advice and Liaison Service (PALS)**

You can find a PALS office by asking your cancer team, your doctor, or by phoning NHS **111**



If you live in Scotland:

### **The Patient Advice and Support Service**

You can find them by visiting your local Citizens Advice Bureau or call **0800 917 2127**



If you live in Northern Ireland:

### **The Patient and Client Council**

You call their helpline free on **0800 917 0222**

Or you can visit one of their local offices, to find one go to: **[pcc-ni.net](http://pcc-ni.net)**



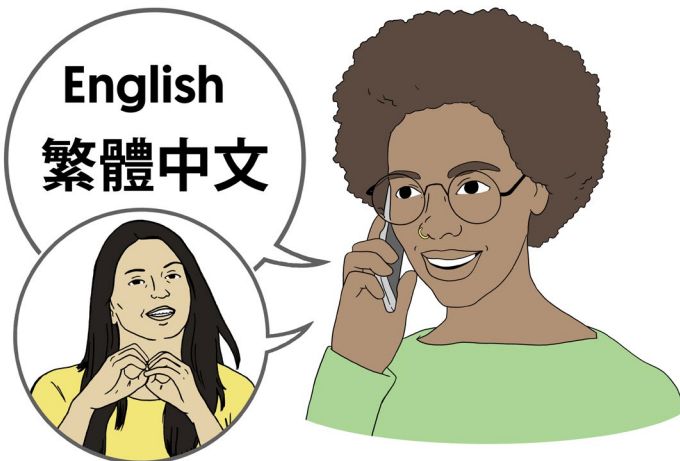
# How Macmillan can help you



You can get support from:

## The Macmillan Support Line

Call **0808 808 00 00** 7 days a week, 8am to 8pm.

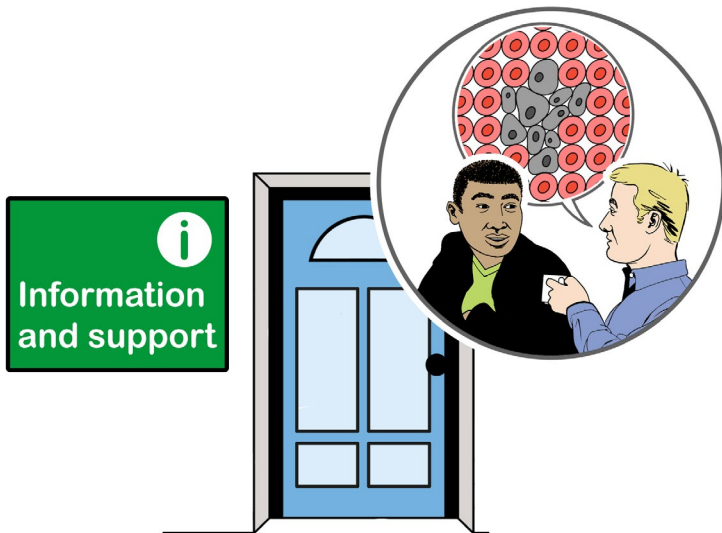


You can speak to us in your language, including British Sign Language (BSL). Just tell us what you need when you start the call.



## The Macmillan website

Visit [macmillan.org.uk](https://www.macmillan.org.uk) for information about cancer. You can also use our web chat to ask questions at [macmillan.org.uk/talktous](https://www.macmillan.org.uk/talktous)



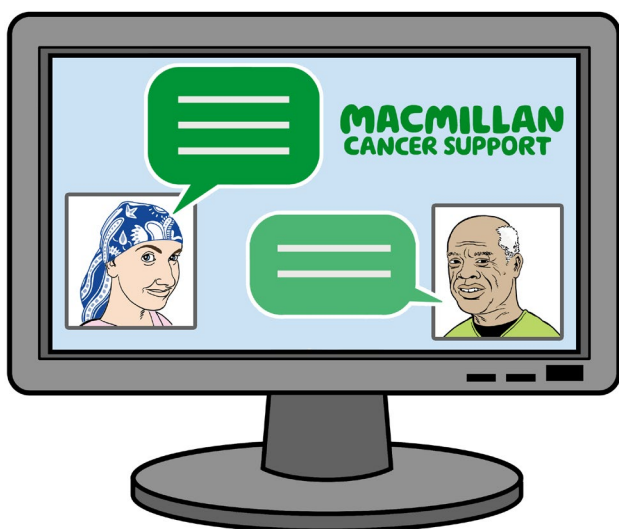
## Information centres

You can talk to a cancer support specialist and get written information. Find your nearest centre at [macmillan.org.uk/informationcentres](https://www.macmillan.org.uk/informationcentres) or call us.



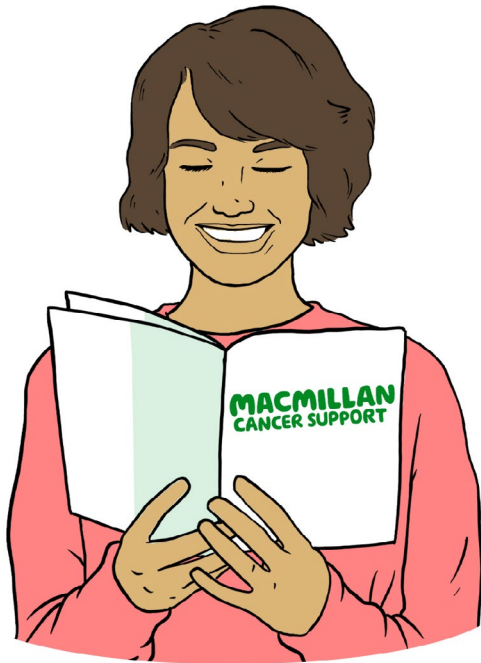
## Local support groups

Find a group near you at [macmillan.org.uk/supportgroups](https://www.macmillan.org.uk/supportgroups) or call us.



## Macmillan Online Community

You can talk to other people in similar situations at [macmillan.org.uk/community](https://www.macmillan.org.uk/community)



Macmillan can give you information in different ways:

### Booklets about cancer

You can order booklets about cancer from

[be.macmillan.org.uk](https://www.be.macmillan.org.uk)



### Videos

You can watch videos about cancer at

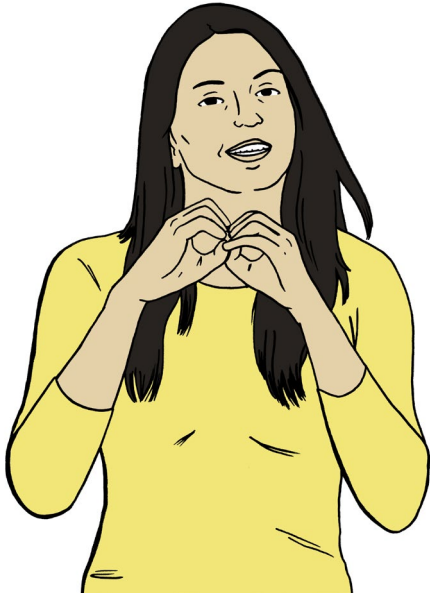
[macmillan.org.uk/videos](https://www.macmillan.org.uk/videos)



### Audio

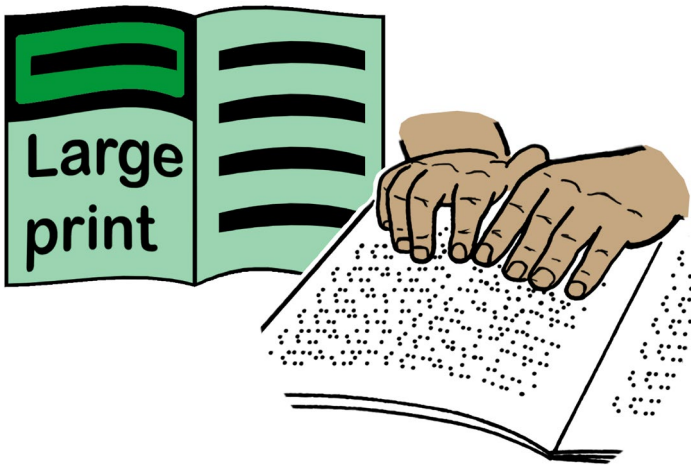
You can listen to information about cancer and order CDs from

[macmillan.org.uk/audio](https://www.macmillan.org.uk/audio)



### British Sign Language (BSL)

You can watch information in BSL at [macmillan.org.uk/bsl](https://macmillan.org.uk/bsl)



### Large print or Braille

Tell us if you need information in large print or Braille.  
Email: [cancerinformationteam@macmillan.org.uk](mailto:cancerinformationteam@macmillan.org.uk)



### Translations

Tell us if you need information in another language.  
Email: [cancerinformationteam@macmillan.org.uk](mailto:cancerinformationteam@macmillan.org.uk)



# More easy read booklets



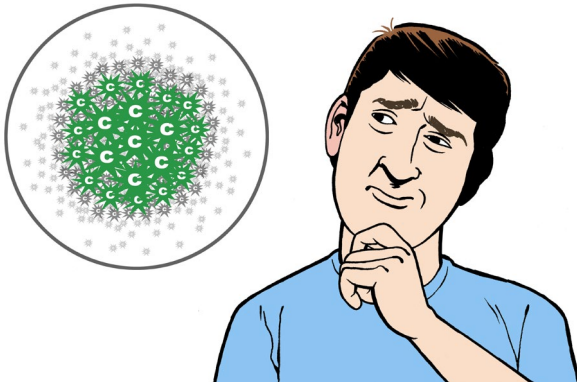
Order more easy read booklets from [macmillan.org.uk/easyread](http://macmillan.org.uk/easyread)

There are booklets on lots of topics:



## About Macmillan

- How Macmillan Cancer Support can help you



## About cancer

- Lung cancer
- What is cancer?



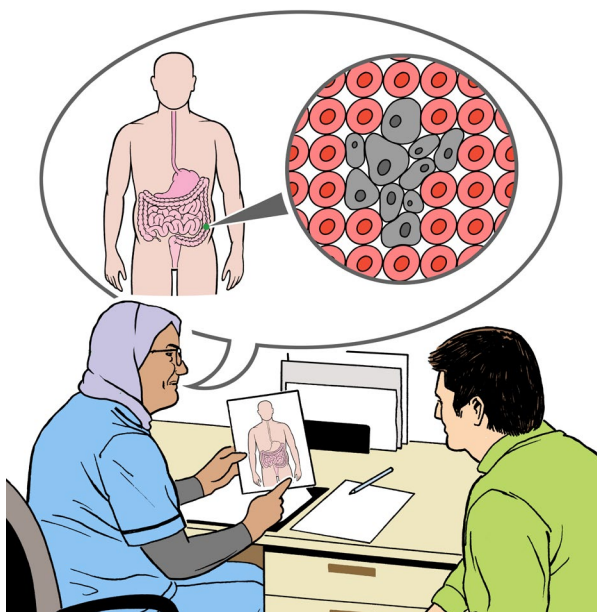
## Signs and symptoms

- Breast care and screening
- Cervical screening (smear test)
- How to check your balls (testicles)
- Signs of cancer
- Symptoms of cervical cancer
- Symptoms of prostate cancer



## Tests for cancer

- Having a biopsy
- Having a colonoscopy
- Having a CT scan
- Having an endoscopy
- Having examinations and blood tests
- Having an MRI scan
- Having an ultrasound
- Having an x-ray



## Being told you have cancer

- Finding out you have cancer
- Getting your test results
- Seeing the doctor



## Treatment for cancer

- Chemotherapy
- Deciding about your treatment
- Giving your consent
- Having surgery
- If you are unhappy with your care
- Radiotherapy
- Side effects from chemotherapy
- Side effects from radiotherapy
- Treatments for prostate cancer



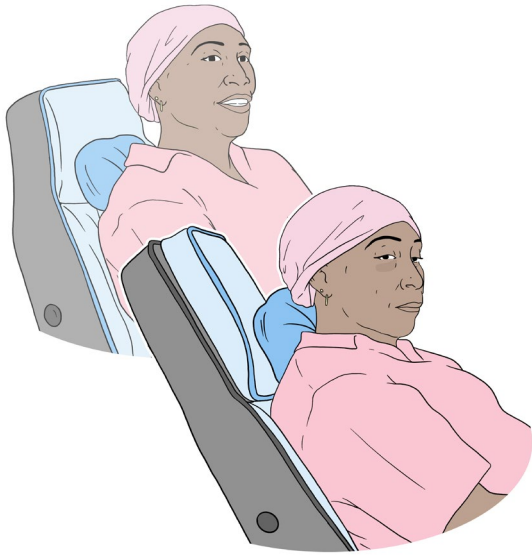
## Living a healthy life

- Be safe in the sun
- Drink less alcohol
- Eat a healthy diet
- Exercise
- Have safer sex

## Living with cancer

- 7 steps to equal healthcare
- Cancer and covid
- Claiming benefits when you have cancer
- Complementary therapies
- Help with costs when you have cancer
- LGBTQ+ people and cancer
- Talking about cancer and your feelings
- Things that are important to me
- What happens after cancer treatment ends
- Work and cancer
- Your feelings and cancer
- Your sex life and cancer
- Your social life and cancer





## End of life

- Changes that can happen at the end of life
- Choosing where to die
- Things you can do when getting ready to die
- Who can help if you are dying
- Your feelings if you are dying



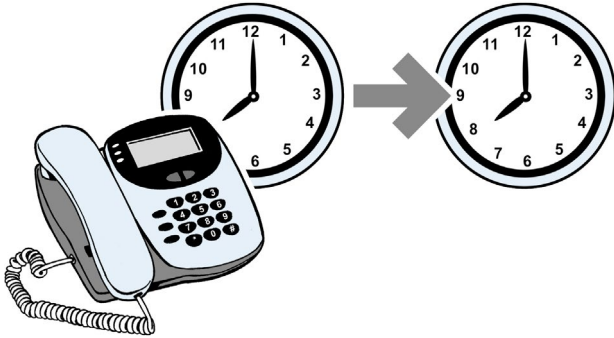
## After someone dies

- Going to a funeral when someone dies
- Grief and loss when someone dies
- How you may feel when someone dies
- What can help you feel better when someone dies

To order easy read booklets like this one go to the website [macmillan.org.uk/easyread](http://macmillan.org.uk/easyread) or call us on **0808 808 00 00**

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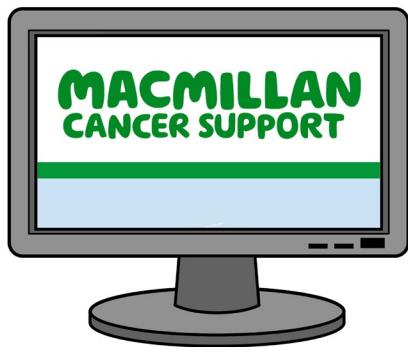
It is for anyone who finds easier words and pictures helpful. If you have more questions about cancer or would like to talk to us, call the Macmillan Support Line.



- Call us free on:  
**0808 808 00 00**  
7 days a week from 8am to 8pm.



- If you use a textphone, you can call: **18001 0808 808 00 00**



- Or go to the website  
**[macmillan.org.uk](http://macmillan.org.uk)**

This easy read booklet has been produced by Macmillan Cancer Support working with CHANGE.

MAC19717\_ER\_E01 Produced August 2023.

Next planned review July 2027.

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Patient Information Forum



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