PRESS RELEASE

18 November 2014

Wales cancer patient survey reveals government and health board action needed

Macmillan has welcomed a patients' comments report on cancer treatment and care in Wales which details high levels of satisfaction around surgery, chemotherapy and radiotherapy and praise for specialist nurses. But there were concerns around initial identification of symptoms, staff shortages and the provision of too little information and support.

Following the publication of the Wales Cancer Patient Experience survey results in January 2014 an academic research team at Southampton University has analysed the comments made by 4,672 cancer patients about their NHS treatment and care in Wales, and has launched its report today.

Macmillan General Manager Susan Morris said: "This is the first detailed analysis of comments made by cancer patients about their treatment and care and captures the voice of the patient.

"It provides us with a powerful insight and richer understanding of the patient experience of cancer care in Wales.

"We know that it is vital for the success of treatment that cancer symptoms are recognised early.

"The Wales Cancer Delivery Plan is two-years old. This halfway point is the time to ensure that all cancer patients receive a holistic assessment of their needs, a written care plan, a treatment plan and are allocated a key worker, so that information and support can be tailored to their individual needs throughout their cancer journey.

"Action is needed now to ensure the government, health boards and trusts in Wales work together to turn policy commitments into reality for cancer patients."

The number of positive comments in the report outweighs the negative, which reflects the overall findings from the quantitative survey results in January and confirms that the majority of patients had a good experience during treatment. But there are crucial lessons to be learnt from these comments on what worked well and what did not for cancer patients in Wales.

Comments received around the diagnostic phase of a patient's cancer journey were mixed - some patients praised the rapid diagnosis of symptoms while others felt that their symptoms were not taken seriously.

The role of the specialist nurse was highly valued and helped ensure patient's clinical, social, financial and emotional needs were considered throughout and that care was co-ordinated. But there was some concern expressed about their lack of availability. There were also mixed comments about general nursing care, and when patients criticised their care they often associated this with staff shortages.

A lack of clear, tailored and appropriate information during and after treatment was also reported, resulting in patients appearing anxious, unprepared and uncertain of how to manage living with and beyond their cancer treatment.

Macmillan has responded to the results of this cancer patients' experience survey by calling on the Welsh Government to ensure the promises made in its Cancer Delivery Plan for Wales are fully implemented.

- ENDS -

EDITORS' NOTES

1) The key messages from cancer patients in Wales is that 89 percent rate their care as excellent (58%) or very good (31%), but that there is some variation in patient experience. It was also clear that those patients who had a clinical nurse specialist as a key worker were more positive about the care they received than those without.

2) The data from the Wales Cancer Patient Experience Survey was published in January 2014 and was the first time a survey of cancer patients had been conducted in Wales, yielding important information about how patients view their treatment.

3) The qualitative data captured from patients' comments about their cancer care has been analysed by Southampton University, which has now produced a detailed academic report and is on our website [HYPERLINK].

4) Macmillan has also produced a summary of the report [HYPERLINK, which also sets out our policy calls.

5) The Wales Cancer Patient Experience Survey published in January 2014 [HYPERLINK] was based on 10,945 patients who received treatment for cancer from 8 NHS Health Boards/ Trust between June 2012- March 2013.

6) The survey captured the views of 7,352 patients and achieved a response rate of 69%.

7) Of the total number of patients who completed the survey 4,672 respondents provided comments – 3,818 comments were positive, while 2,313 were negative.

Arolwg cleifion canser Cymru yn dangos bod angen i'r llywodraeth a'r byrddau iechyd weithredu

Mae Macmillan wedi croesawu adroddiad sy'n cynnwys sylwadau cleifion am driniaeth a gofal canser yng Nghymru. Mae'n dangos bod cryn fodlonrwydd am lawdriniaethau, cemotherapi a radiotherapi a chanmoliaeth i nyrsys arbenigol. Ond roedd pryderon ynghylch y ffordd y cafodd symptomau eu hadnabod ar y dechrau, prinder staff a dim digon o wybodaeth a chymorth.

Ar ôl i ganlyniadau arolwg Profiad Cleifion Canser Cymru gael eu cyhoeddi ym mis Ionawr 2014 mae tîm ymchwil academaidd ym Mhrifysgol Southampton wedi dadansoddi'r sylwadau a wnaed gan 4,672 claf am eu triniaeth a'u gofal gyda'r GIG yng Nghymru, ac mae wedi lansio ei adroddiad heddiw.

Meddai Susan Morris, Rheolwr Cyffredinol Macmillan: "Dyma'r dadansoddiad manwl cyntaf o sylwadau gan gleifion canser am eu triniaeth a'u gofal ac mae'n mynegi llais y cleifion.

"Mae'n rhoi darlun grymus a dealltwriaeth gyfoethocach inni am brofiad cleifion o ofal canser yng Nghymru.

“Rydyn ni'n gwybod bod adnabod symptomau canser yn gynnar yn hanfodol i lwyddiant y driniaeth.

"Mae Cynllun Cyflawni ar gyfer Canser Cymru yn ddwy flwydd oed. Dyma'r adeg, hanner ffordd drwy'r cynllun fel hyn, i sicrhau bod pob claf canser yn cael asesiad holistig o'i anghenion, cynllun gofal ysgrifenedig, cynllun triniaeth a bod gweithiwr allweddol yn cael ei neilltuo, fel bod modd teilwra gwybodaeth a chymorth i'w anghenion unigol gydol ei daith ganser.

"Mae angen gweithredu nawr i sicrhau bod y llywodraeth, byrddau iechyd ac ymddiriedolaethau yng Nghymru'n cydweithio i droi ymrwymiadau polisi yn bethau go iawn i gleifion canser".

Mae mwy o sylwadau cadarnhaol na rhai negyddol yn yr adroddiad. Mae hynny'n adlewyrchu'r canfyddiadau cyffredinol o ganlyniadau'r arolwg meintiol ym mis Ionawr ac yn cadarnhau bod mwyafrif y cleifion wedi cael profiad da yn ystod y driniaeth. Ond mae gwersi allweddol i'w dysgu o'r sylwadau ynglŷn â'r hyn weithiodd yn dda a'r hyn na wnaeth hynny i gleifion canser yng Nghymru.

Roedd y sylwadau a gafwyd ynghylch cyfnod diagnosis taith ganser cleifion yn gymysg - canmolodd rhai cleifion y ffordd y cafodd eu symptomau ddiagnosis cyflym tra oedd eraill yn teimlo na chafodd eu symptomau eu cymryd o ddifrif.

Roedd rôl y nyrs arbenigol yn cael ei gwerthfawrogi'n fawr ac yn helpu i sicrhau bod anghenion clinigol, cymdeithasol, ariannol ac emosiynol y claf yn cael eu hystyried drwyddi draw a bod y gofal yn cael ei gydlynu. Ond roedd peth pryder ynghylch y ffaith nad oedd digon ohonyn nhw ar gael. Yn ogystal roedd sylwadau cymysg am

ofal nyrsio cyffredinol, a phan oedd cleifion yn beirniadu eu gofal roedden nhw'n aml yn cysylltu hyn â phrinder staff.

Hefyd adroddwyd bod diffyg gwybodaeth eglur, briodol ac wedi'i theilwra yn ystod ac ar ôl y driniaeth. O ganlyniad roedd y cleifion yn ymddangos yn bryderus, heb eu paratoi ac yn ansicr ynghylch sut bydden nhw'n llwyddo i fyw gyda'u triniaeth ganser a'r tu hwnt iddi.

Mae Macmillan wedi ymateb i ganlyniadau'r arolwg hwn o brofiadau cleifion canser drwy alw ar Lywodraeth Cymru i sicrhau bod yr addewidion a wnaed yn ei Chynllun Cyflawni ar gyfer Canser Cymru yn cael eu gweithredu'n llawn.

- DIWEDD -

NODIADAU I OLYGYDDION

2) Y negeseuon allweddol gan gleifion canser yng Nghymru yw bod 89 y cant yn dweud bod eu gofal yn rhagorol (58%) neu'n dda iawn (31%), ond bod peth amrywiaeth o ran profiad cleifion. Roedd hi hefyd yn amlwg bod y cleifion hynny oedd â nyrs glinigol arbenigol fel gweithiwr allweddol yn fwy cadarnhaol am y gofal a gawson nhw na'r rhai oedd heb un.

8) Cyhoeddwyd y data o Arolwg Profiad Cleifion Canser Cymru ym mis Ionawr 2014 a dyna'r tro cyntaf i arolwg o gleifion canser gael ei wneud yng Nghymru, gan roi gwybodaeth bwysig am farn cleifion am eu triniaeth.

9) Mae'r data ansoddol a gafwyd o sylwadau cleifion am eu gofal canser wedi cael eu dadansoddi gan Brifysgol Southampton, sydd bellach wedi cynhyrchu adroddiad academaidd manwl a geir ar ein gwefan [HYPERLINK].

10) Yn ogystal mae Macmillan wedi cynhyrchu crynodeb o'r adroddiad [HYPERLINK], sydd hefyd yn dweud beth yw ein galwadau polisi.

11) Roedd Arolwg Profiad Cleifion Canser Cymru a gyhoeddwyd ym mis Ionawr 2014 [HYPERLINK] yn seiliedig ar 10,945 claf a gafodd driniaeth am ganser o 8 Bwrdd Iechyd/Ymddiriedolaeth GIG rhwng mis Mehefin 2012 a mis Mawrth 2013.

12) Cafodd yr arolwg farn 7,352 claf a llwyddwyd i gael cyfradd ymateb o 69%.

13) O gyfanswm y cleifion a gwblhaodd yr arolwg rhoddodd 4,672 o ymatebwyr sylwadau - roedd 3,818 sylw'n gadarnhaol, a 2,313 yn negyddol.