

**TRUST BOARD**  
**Date: 26 April 2018**

<b>AGENDA NUMBER</b>	<b>ITEM</b>	10.0
<b>TITLE OF PAPER</b>	Patient Story to Board	
Confidential	No	
Suitable for public access	Yes	
<b>PLEASE DETAIL BELOW THE OTHER SUB-COMMITTEE(S), MEETINGS THIS PAPER HAS BEEN VIEWED</b>		
Results from the National Cancer Patient Experience Survey have been reported to the Patient Monitoring Experience Group, November 2017.		
<b><u>STRATEGIC OBJECTIVE(S):</u></b>		
Best outcomes	√	To achieve the highest possible quality of care and treatment for our patients in terms of outcome, safety and experience.
Excellent experience	√	Work in partnership to help every woman who chooses our maternity service to achieve the experience that is right for them.
Skilled & motivated teams	√	To support the development of a highly trained motivated workforce delivering the value "patients first".
Top productivity	√	To embrace the opportunities provided by new technology.
<b>EXECUTIVE SUMMARY</b>		
<p>The purpose of the Board in hearing this story is to demonstrate how the Trust is improving care for patients with cancer and delivering key aspects of the national cancer strategies and local Trust priorities.</p> <p>Mrs Dorothy Clark MBE has both lived through cancer and is now living with cancer. Dorothy is extremely complimentary of the care that she has received at the Trust following her first diagnosis in 2010. In particular, she would like to highlight the compassion of all the staff that have looked after her during her treatment.</p> <p>Dorothy is a champion for continued screening for breast cancer for women after aged 70. She maintains a very positive outlook and recently told her story at a Trust patient Well Being Event.</p>		
<b>RECOMMENDATION:</b>	The Board receives this report for increased understanding of the patient experience in cancer care.	

<b>SPECIFIC ISSUES CHECKLIST:</b>	
Quality and safety	The story supports delivery of quality care.
Patient impact	Hearing the patient story first hand raises awareness of the importance of listening and involving patients in their care.
Employee	This story demonstrates the impact of care and compassion on a patient's experience.
Other stakeholder	None identified.
Equality & diversity	This story recognises that all patients should have equal access to services and that all patients are treated with dignity and respect
Finance	No financial impact noted.
Legal	No legal impact noted.
Link to Board Assurance Framework Principle Risk	
<b>AUTHOR NAME/ROLE</b>	Caroline Crabtree, Head of Patient Experience and Involvement
<b>PRESENTED BY DIRECTOR NAME/ROLE</b>	Sue Tranka, Chief Nurse
<b>DATE</b>	19 April 2018
<b>BOARD ACTION</b>	Review

## 1. Overview

The Patient Experience of Cancer Care at the Trust has been steadily improving. This is demonstrated by the National Cancer Patient Experience Survey which has seen a marked decline in the number of questions where patients at the Trust have responded that their experience of care was below the national average. In 2010, 41% (24 out of 59 questions) were marked as below average scores, in 2016 this had decreased to 12% being below the national average (7 out of 59 questions).

Teams delivering care for cancer patients at the Trust have been responding to a number of national initiatives alongside the Trust's strategic ambitions for improving patient experience. In particular, the focus has been on delivering individualised care. Embedding this approach throughout the patient's journey very much supports personal and compassionate care.

Step improvements have included treatment closer to home with chemotherapy treatment being delivered at both Ashford and St Peter's Hospitals since 2014. This means that local people no longer have to travel to the Trust's partner tertiary cancer care centre at The Royal Surrey Hospital NHS Trust in Guildford.



The Cancer Taskforce Strategy (2015 -2020) has also very much highlighted the need for organisations to support people living beyond cancer. Cancer survival in England has improved significantly over the last 15 years. As part of the Recovery Package for patients, the Trust organises events to support people living with and beyond cancer. The Trust's most recent Well Being workshop on 22 February 2018 was attended by over 100 people.

This story will be told by Mrs Dorothy Clark MBE. Dorothy has recovered from breast cancer and is now being treated for myeloma – a bone marrow cancer. Dorothy is very complimentary about the care that she has received and in particular the compassion shown by all the Trust staff and specific acts of professionalism and kindness by certain members of staff.

The format will be that of Dorothy telling her story, followed by questions and discussion with the Board members.

## **2. Executive Summary**

Dorothy was diagnosed with breast cancer in 2010 following a mammogram which she had needed to request as she was no longer eligible for the routine national screening programme. She was initially “terrified, anxious and upset”. Then she was concerned that her age meant that she would be “fobbed off” from possible treatments due to the risks and side effects. She was pleased when this did not prove to be the case. Following a mastectomy, Dorothy was successfully treated with chemotherapy and radiotherapy. She said that throughout her diagnosis and treatment the Breast Care Team were all extremely caring and attentive.

In 2017, following a routine appointment Dorothy's Consultant asked her to return for further tests and she was diagnosed with myeloma. She is now being treated by the Haematology Service and currently attends the hospital for blocks of five to six weekly treatments. Dorothy again highlights the expertise and dedication of the staff treating her.

Dorothy has also had two positive visits to the Emergency Department during her chemotherapy.

Dorothy explains that what matters to her was that she did not have to wait for any tests, all the communication has been at the right level of detail for her and the staff who showed that they really cared. Dorothy says “I have always been determined get on with life and I never doubted I would get better”.

## **3. Conclusion**

Dorothy is extremely positive about her treatment for cancer at the Trust, about living with cancer and about life in general. She is a very much a champion of continued breast screening for women over 70 and in 2016 told her story to 500 guests and members of the Association of Breast Surgery at the Queen Elizabeth Conference Centre, London. She is also currently supporting an awareness campaign for Breast Cancer Care. Dorothy stresses that she has been determined to remain positive and this was her main message to patients at the Trust's Well Being event. Dorothy is pleased to tell her story to the Board in order to share the positive aspects of her care at the Trust and to thank everybody.