



It matters to me



It Matters to Me

Cancer Patient Experience Survey Award

PENNA Awards – 18 March 2020



Ann Nutt

Chair, Patient Panel

The Princess Alexandra Hospital NHS
Trust





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If quality is at the heart of everything we do, it must be understood from the perspective of patients.

Lord Darzi





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This conference was patient led

Funded by the Sustainability and Transformation Partnership

Co-funded by West Essex Clinical Commissioning Group

Collaboration with Harlow College

Cancer Services at The Princess Alexandra Hospital NHS Trust

Support from Macmillan with information and planning

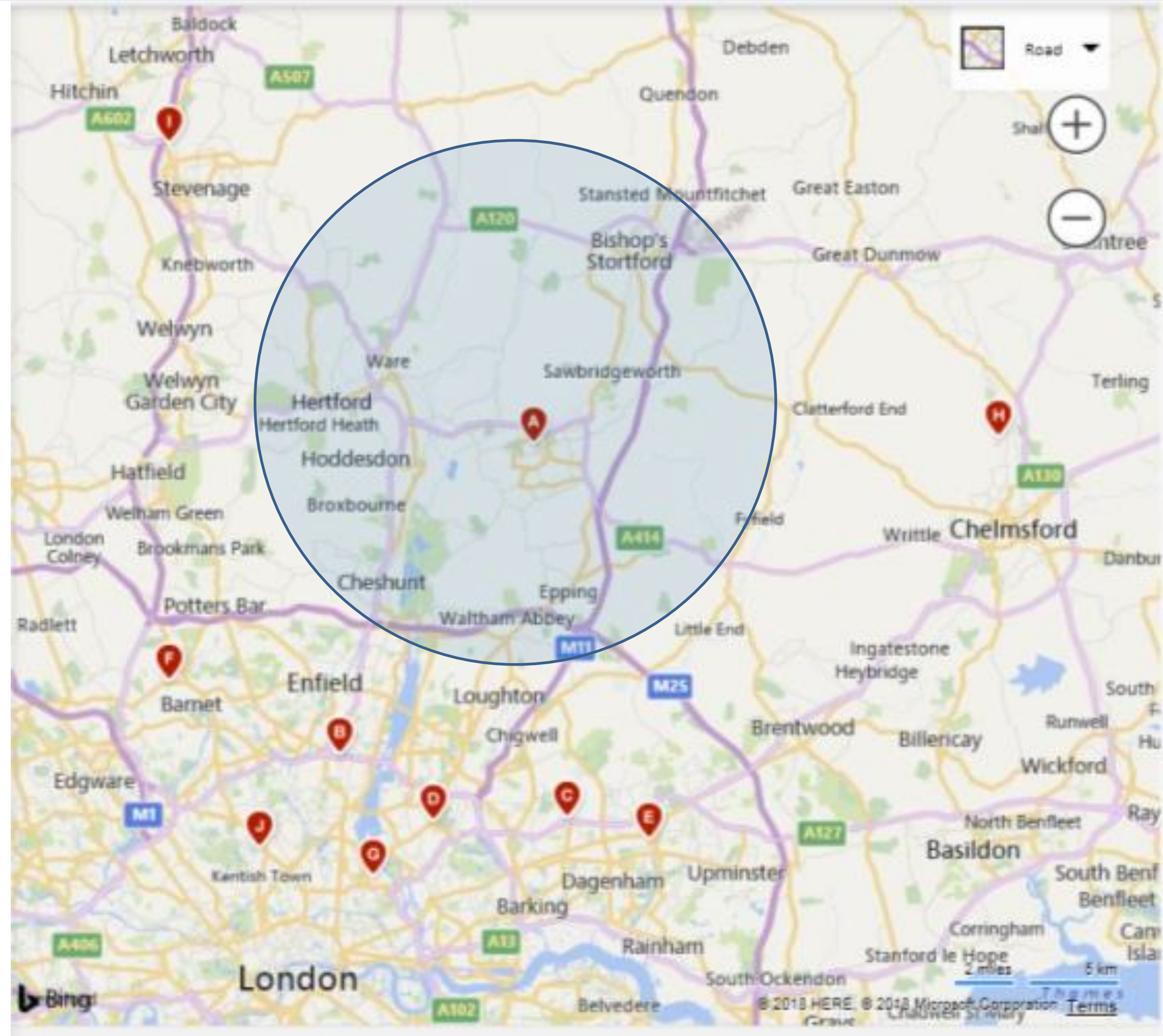




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PAHT Cancer

Acute and specialist oncology and haematology services for Harlow and the surrounding communities from Cambridge in the north down to London boroughs in the south



Aims of the work

- Use National Cancer Patient Experience Survey (NCPES) to deliver a patient led event, identifying what matters to local people
- Produce a report of recommendations
- Work through existing mechanisms to implement change, including current user groups

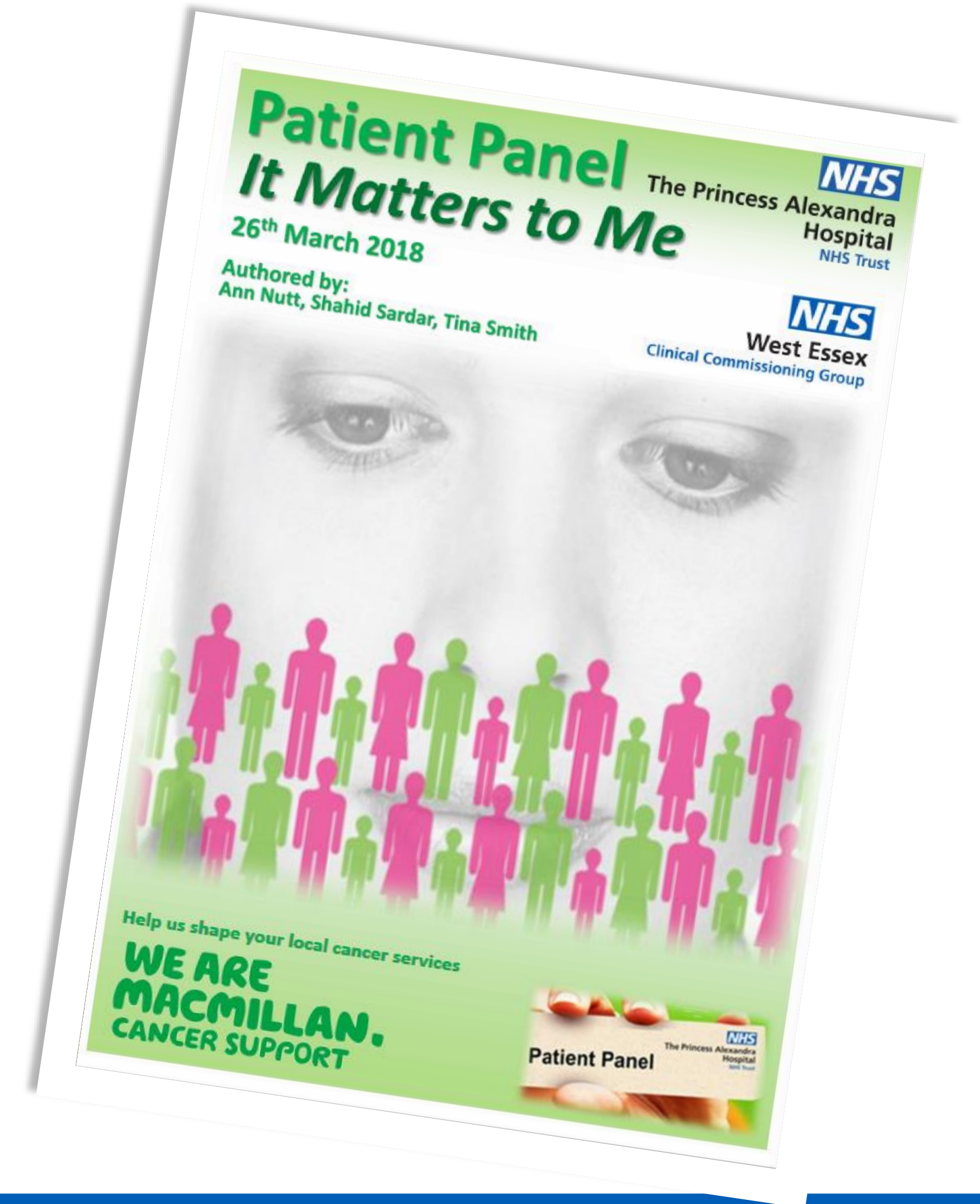


What we did

Delivered a patient led event based on NCPES

Workshops on:

- Money matters
- Carers
- Management of side-effects
- Life after the challenge
- Young people and cancer



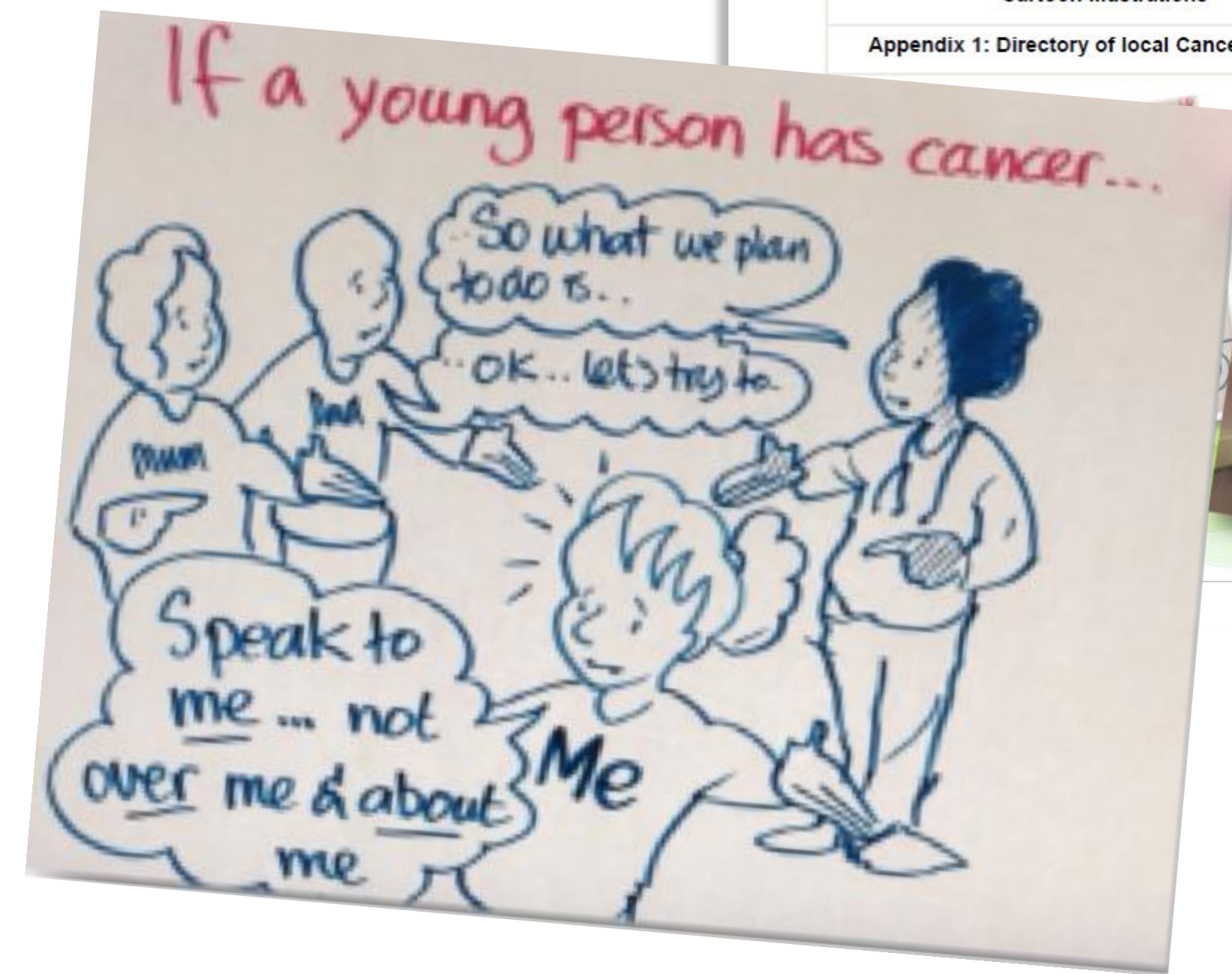


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What we did

Produce a report of recommendations and findings of the GP Survey in response to the NCPES 2017-18.

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Work through current user groups

- Chinese community
- Islamic Centre
- Harlow Ethnic Minority Umbrella
- Young Concern
- Essex County Council Youth Services
- The Prince's Trust

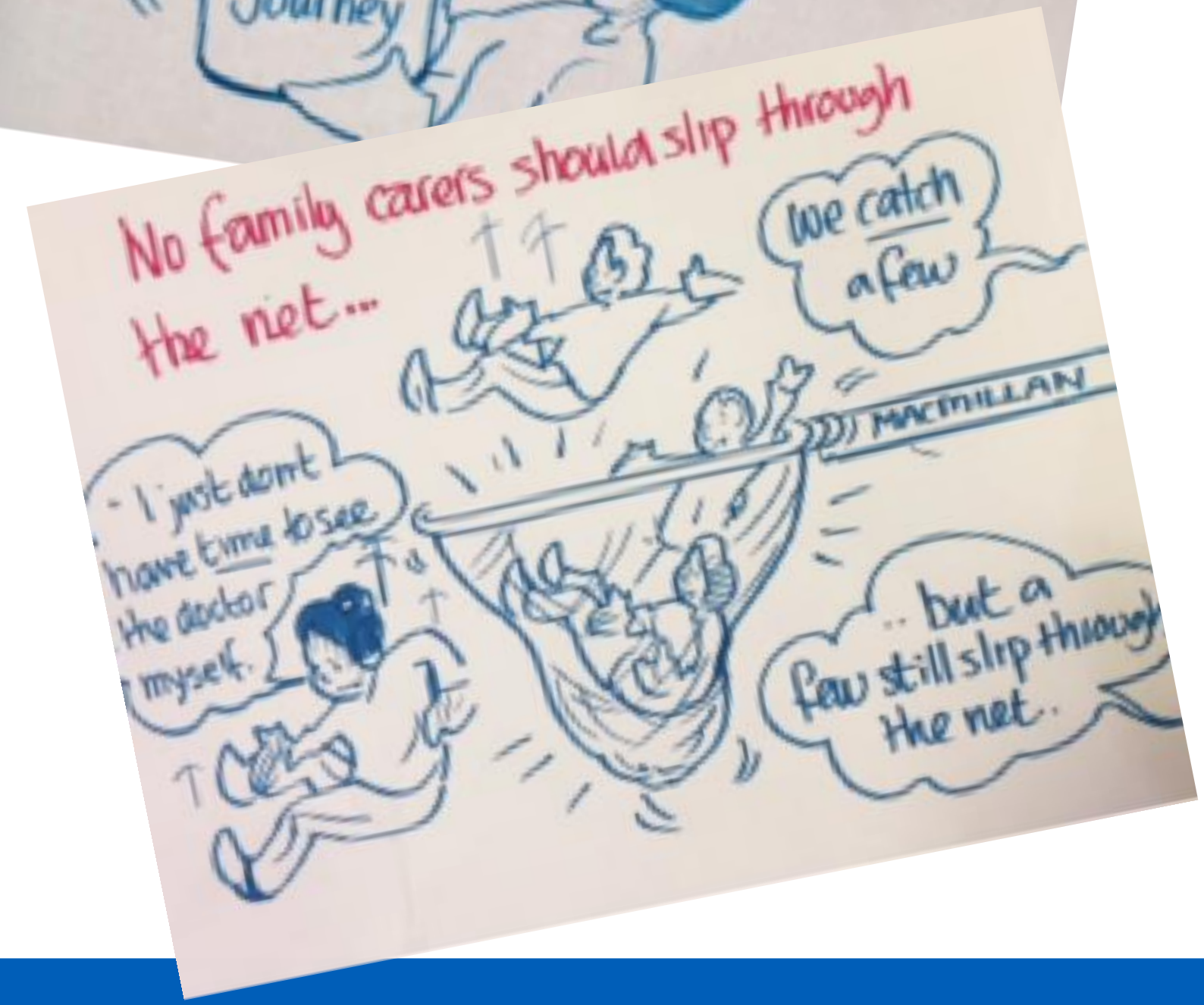
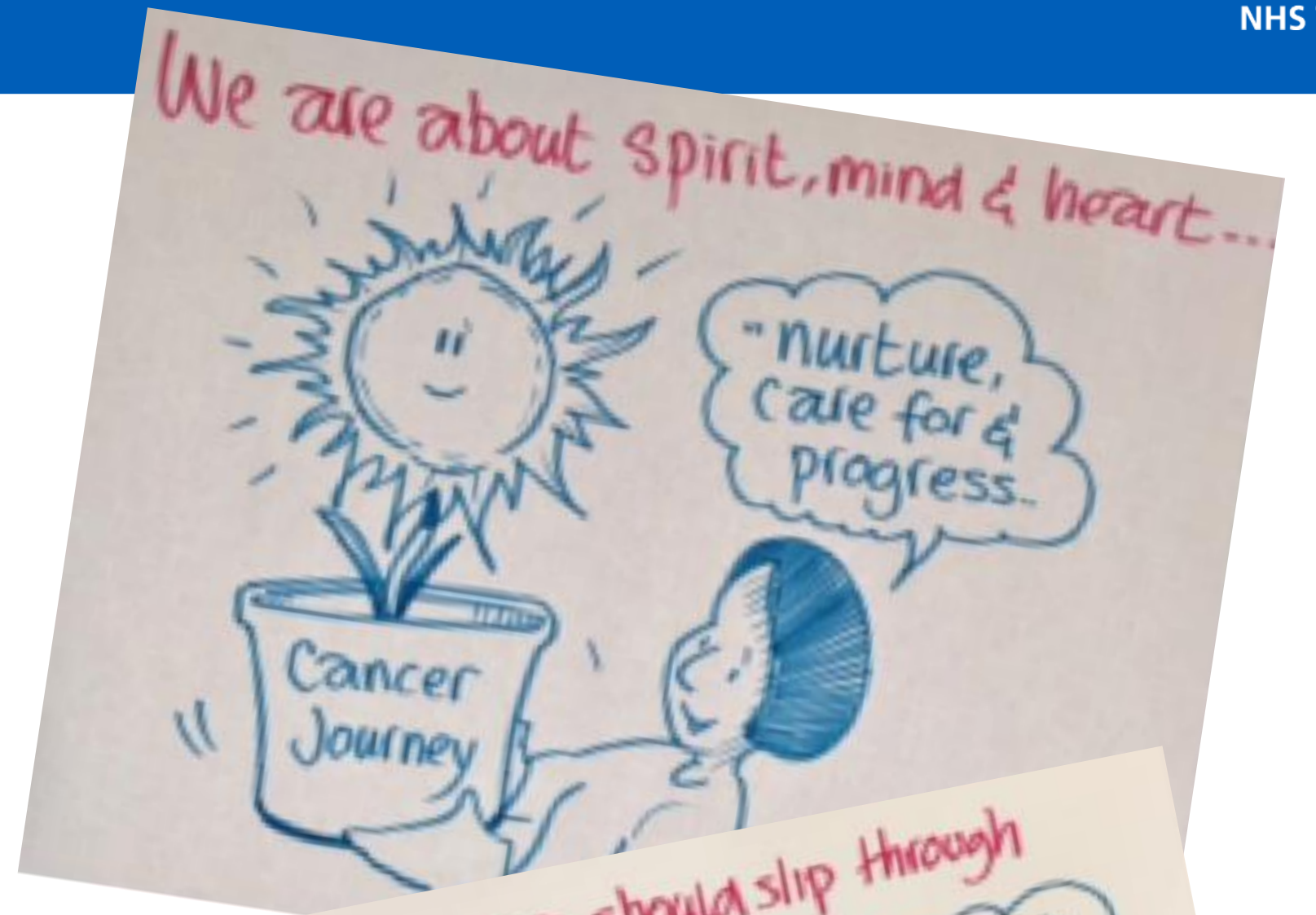
to develop the user group membership.

17 other groups established and feedback from the community for use by existing groups.



Work through existing mechanisms to implement changes

The findings of the conference were fed back to our teams and as a result health and wellbeing events now include a presentation on mental wellbeing in partnership with the Helen Rollason Trust which is built into future events.



This is Ben's story

- Misdiagnosis
- Communication
- Family
- Mental health
- A male experience
- Men believe
- Financial challenges
- Treatment environment





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Learning and Issues

- Thinking beyond the event
- The impact of partnership working
- Respecting patients' lived experience and emotional impact
- Unfinished business

Link to Ben's story
<https://www.youtube.com/embed/Fv9o2adTh8s>

Link to Pat's story
<https://youtu.be/7t0PRBgPV5I>





NHS

**The Princess Alexandra
Hospital**
NHS Trust

One Step at a Time

a cancer diagnosis through the eyes of a patient



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