

# CANCER CARE IN SCOTLAND

WE ARE  
MACMILLAN.  
CANCER SUPPORT

## What people think about the care they received

A person's experience of cancer care and support is just as important as the medical treatment they receive. In 2015/6 the first ever **Scottish Cancer Patient Experience Survey** took place to capture the views of those who have been through the system. Just under 5,000 patients took part. The results will be used to improve cancer care and support across Scotland.

## What do cancer patients in Scotland think about their care?



The vast majority of patients rated their care as highly positive, with **94%** of patients selecting a rating between seven and ten (on a scale of 0-10 where 10 = very good).



**87%** of patients said doctors and nurses always treated them with respect and dignity.

There is room for improvement, particularly around communication and sign-posting to non-clinical support services, including financial help and community care services.



Patients who had a **care plan had a markedly better experience** than those who didn't on every single measure.

The differences were especially stark when it came to the non-clinical needs of patients. Those who received a care plan were significantly more likely to say they'd definitely received enough care from health or social services after treatment. They were also much more likely to say they'd got the financial advice they wanted.

## Diagnosis



**86%** said they were told they had cancer sensitively.

Of those who responded and felt the question relevant, **28% were not told** they could take anyone with them to the appointment when they were first told they had cancer.



## Living with and beyond cancer



Of those who would have liked to, **over three quarters (77%)** received information or had a discussion about the impact cancer would have on their day to day activities. But almost **one in four** people didn't (23%).

Only **53%** said they were definitely told about future side effects.



## The clinical nurse specialist

**HELLO**

The majority of patients (**84%**) were

**given the name** of a clinical nurse specialist who would support them through their treatment.

90% of patients found it 'easy' to contact their CNS and 90% responded that they got answers that they could understand 'all or most of the time'.

## Emotional, practical & financial support



Among those who needed it, only **54%** got **enough care** and support from health and social care professionals during treatment ...

... and only **45%** got enough care and support **after treatment**.



Only half (**51%**) of those who would have liked **information on financial help and benefits advice** from hospital staff received this.

Only **57%** said that **family or people close to them** definitely got all the information they needed to help care for their patients at home.



## One of the key factors in having a good experience as a cancer patient is having a care plan.

For every single question, patients who had a care plan responded statistically more positively about their experience. This includes;

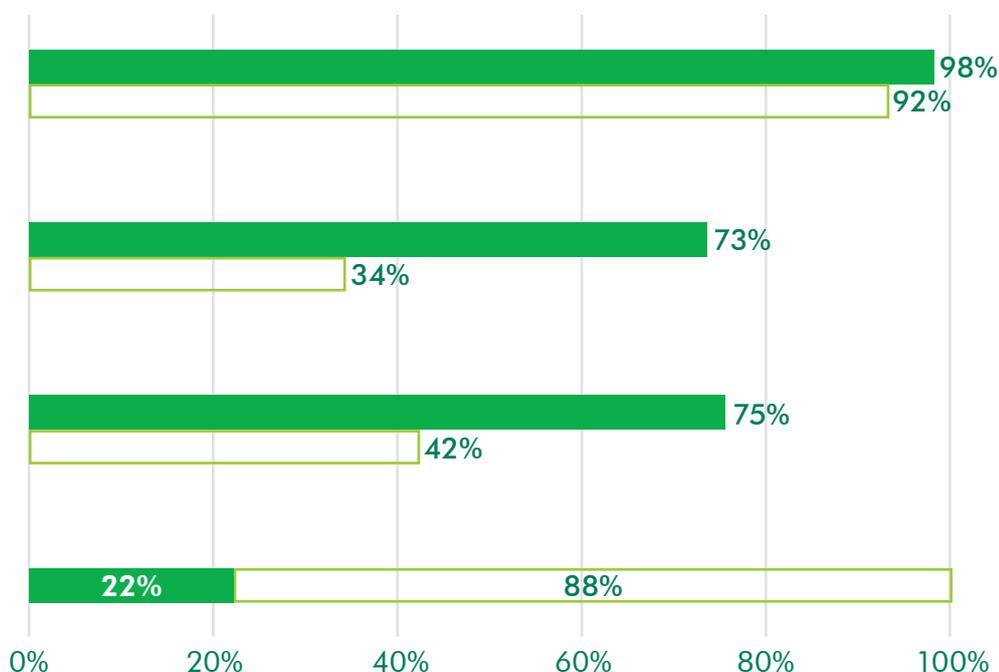


**The overall rating of care** – 98% positive among those who got a care plan vs 92% positive among those who didn't.

Those who say they got **enough support** from health or social services after treatment (73% positive vs 34% positive).

Those who say they **received information** about how to get financial help and benefits (75% positive vs 42% positive).

Unfortunately **only 22%** of patients said they had been given a care plan.



Macmillan and the Scottish Government have been working together to spread the use of care plans, most notably through our **£5m Transforming Care After Treatment programme**.

The Cancer Plan published by the Scottish Government also promises every cancer patient will be offered a **Holistic Needs Assessment and care plan**. This means making sure their psychological, emotional and physical needs are met.

We will work closely with the government to make sure this happens as quickly as possible so no one in Scotland needs to face any aspect of cancer experience alone.

Results will be available at: [www.gov.scot/cancersurvey](http://www.gov.scot/cancersurvey)