Patient experience is at the heart of all the work we do at London Cancer. It is equally important as clinical outcomes in delivering high quality cancer care.

Good patient experience cannot be achieved without understanding what patients want from their care. We use local audit and annual National Cancer Patient Experience Survey data to focus our objectives and drive improvements.

**London Cancer Patient Experience and User Involvement**

**London Cancer Patient Experience and User Involvement workstream**

What we have done so far:

- Recruited and support patient representatives on our 21 Tumour Pathway Boards and Expert Reference Groups.
- Engaged vulnerable groups across London Cancer CCGs to ensure that our patient/carer community is representative of the local population.
- Engaged with CCGs to co-design local user involvement events aimed at improving screening uptake and supportive care for individuals with a cancer diagnosis.
- Produced a patient experience report with recommendations to agree five real-time feedback questions/themes across the system.
- Supported patients to co-lead and conduct research evaluations. Presented patient co-designed research at the National Cancer Data and Outcomes Conference in 2016.
- Hosted eight Improving Patient Experience Learning Community events, involving 163 participants including patients, NHS partners and the third sector (see case studies to right).
- Focused our workstreams to make sure we improve on London Cancer’s ‘Top ten things that matter to patients’.

**Top ten things that matter to patients**

<table>
<thead>
<tr>
<th>• Early diagnosis</th>
<th>• Person-centred ethos</th>
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</thead>
<tbody>
<tr>
<td>• Communication and information</td>
<td>• Choice</td>
</tr>
<tr>
<td>• Support</td>
<td>• Family and carers</td>
</tr>
<tr>
<td>• Holistic assessment of needs</td>
<td>• Seamless care</td>
</tr>
<tr>
<td>• Transport</td>
<td>• Discharge planning</td>
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</tbody>
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**Marjorie Lee, Learning Community patient member**

Marjorie Lee is a patient and carer representative working with London Cancer. In 2009, Marjorie was diagnosed with breast cancer, she later lost her partner and her son to cancer.

‘I was introduced to the work of London Cancer at an event they delivered with City and Hackney CCG, where I volunteer as a patient representative. By attending London Cancer’s Learning Community I’ve been able to share my story and coping strategies with both patients and health care professionals, helping to inform their work.’

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**Frances White, Clinical Nurse Specialist, Barnet Hospital**

‘The patient experience learning community keeps me in touch with patient views. It’s more objective because these are not patients I’ve been directly involved with and although all cancer patients, they’re not necessarily specific to my field, therefore there’s always something I can learn. The members seem non-judgemental and driven by a genuine desire to help their peers. After all, we are all working towards the same ultimate goals, a better experience for our patients and better outcomes for all. My block was in setting up nurse led clinics. This was discussed at the learning community and I was given various ideas... I am happy to say my clinics were established in October 2015 and since then have gone from strength to strength. A big thank you to everyone involved.’