

News from the Patient Experience Service Improvement Project

Cancer & Haematology Services

March 2010



Getting started

NHS Grampian is one of three pilot sites in Scotland funded by the national Better Together Patient Experience Programme to test out methods of gathering patient experience information and using this to drive improvements to services. The funding is for cancer & haematology services with a focus on issues which contribute to inequalities in services – for example services in remote and rural areas.

The Project Team is being led by Maggie Emslie. The first six months have been busy setting up the office base, and making contact with people who work in cancer & haematology services and collecting ideas and information to help develop the project plan. A Steering Group has met twice and has conducted a prioritisation process to agree which areas of service to focus on.

Project Plan

The Project Steering Group has agreed 6 areas. These will be further developed into patient experience projects over the course of the pilot:

National Screening programmes poor uptake of national screening programmes in populations and areas associated with higher levels of deprivation

Radiotherapy treatment (Aberdeen is the regional centre for Grampian, Orkney and Shetland patients) supporting staff in that service to conduct their own patient experience work

Upper Gastro-intestinal cancers views of patients who have cancer of the stomach and oesophagus.

In-patient services – including patients who are cared for in wards outwith the ANCHOR Unit (main oncology & haematology wards)

Haematology Clinic services continuing the patient and staff experience work started in December 2009

Chemotherapy services a focus on patients who live in remote and rural and more disadvantaged communities.

Patient experience methods

Work has started on developing tools for collecting and analysing patient experience information including patient diaries, patient stories and patient surveys. These have been piloted in the Haematology clinic.

Patient & Carer Reference Group

A small group of patients and carers has been set up to act as a consultative and advisory group to the project. The members have met twice and are assisting with the design of survey forms and interview schedules.

Service Improvement

An important part of the project is ensuring the information we collect is used to make changes and improvements to services where necessary. We are developing a reporting system for tracking progress against any agreed actions.

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Using patient and staff experiences to improve healthcare services