

Patient Engagement

Topic: Patient experience of fast-track pathway for cancer assessment (Patients who are frail or patients who are non-English speakers)

Date: September 2024

We would like to sincerely thank all of the patients who shared their experiences with us regarding the Fast Track service. Your feedback has been incredibly valuable in helping us understand the successes and areas that need improvement. With your help, we've put together a proposal to the NCL Cancer Alliance team to make changes that will better support patients throughout their cancer care journey.

Key Feedback from Patients:

For Non-English Speakers:

Interpreter Services: Some patients were able to access interpreter services by bringing a family member or friend to their appointments.

No other significant inequalities in service were highlighted.

For Patients Over 80:

Mobility and Transportation: Some patients experienced difficulties with transportation and had canceled appointments, often relying on family members for help in getting to the practice.

Technology Use: Some patients found it challenging to use technology like apps or video calls without additional support, making it harder to stay connected with their healthcare providers.

Support Needed: Patients mentioned that more support with transportation or having closer clinic locations would greatly improve their experience.

General Observations:

Clarity of Information: Most patients felt that the information provided about their 2WW (Two Week Wait) referral and potential cancer diagnosis was clear and easy to understand.

Follow-Up Process: Some patients suggested improvements in the follow-up process to prevent missed appointments, such as offering appointment reminders. While some were satisfied with how GPs and specialists coordinated care, others felt more could be done.

Concerns and Anxieties: A few patients shared concerns about the wording used on referral forms, and suggested clearer communication, including appointment reminders and a point of contact for confirming or canceling appointments.

Your feedback has directly influenced our proposal, which focuses on addressing these key issues and improving patient support on this journey.

Thank you for helping us try to make a positive difference!