

The
Milton Keynes Cancer
Patient Partnership's
**Patient
Journal**

*Please
record your
cancer
experience
here, to
help others
in the
future...*



The Milton Keynes Cancer Patient Partnership

**...in association with Cancer Services at
Milton Keynes University Hospital NHS Foundation Trust**

Dear Patient,

Your views on Milton Keynes Hospital are important, not only in terms of your specific medical treatment but also in terms of your overall experience here.

That's why we are asking you to share your views with us. We would like you to be as frank and direct as you want: if something hasn't lived up to your expectations we need to know so we can try to have it put right or if something has been particularly positive for you, we shall make sure that it is safeguarded and encouraged.

Please share your thoughts whenever you want to during your cancer experience. That may be anywhere from your initial appointment as an outpatient, through to admission, the treatment you received, all the way to your final discharge when you go home, and afterwards during your follow-up appointments.

Recommendations and any issues of concern will be put forward to the Hospital as a matter of primary importance.

You can fill in the Journal yourself, or get a friend, carer or family member to do it with you.

We've split the report into 6 main sections...

Just read the introductions to each section and then fill in your comments, thoughts and experiences in as much or as little detail as you want. When you have completed the report, please either hand it in or post it into the special box at Reception, in the Macmillan Unit in the hospital. Reception staff will be happy to provide you with an envelope if you would prefer to use one. If you are filling in the Journal electronically, once you have completed it please save it and attach it to an email to info@mkcpp.org.

Thank you for taking part.

The MK Cancer Patient Partnership.

Do you have any immediate concerns or questions?

If you do, please don't hesitate to contact your key worker or senior nurse in charge, who will deal with your concerns or queries.

If you would prefer to talk face to face with a member of the MKCPP about your experiences, as an alternative to using this journal, please get in touch with us.

Contact us on info@mkcpp.org

The Journal begins here:

It would be helpful if before you start with the journal proper, you could answer the following please:

Are you writing this Journal as a:

Patient Carer of patient Friend/relative

Parent/guardian of patient

What is your **age range** / or of the patient you're helping

16 to 21 22 to 64 65 plus

And finally, please tell us where in your (or your relative's/friend's) body the cancer occurred (the "tumour site")

Type of cancer: _____

If at any time, day or night, wherever you are in the hospital you have concerns or questions about your treatment, please ask the nurse in charge for answers. If s/he can't help, ask him/her to contact the Matron or Hospital Site Manager for you.

1.Outpatient Experience: while your cancer was being investigated and diagnosed, and your treatment was being planned

Some things to think about:

How you discovered your cancer

What experiences you had with your GP

How long it took before you got an appointment at the hospital

How you were treated in outpatients

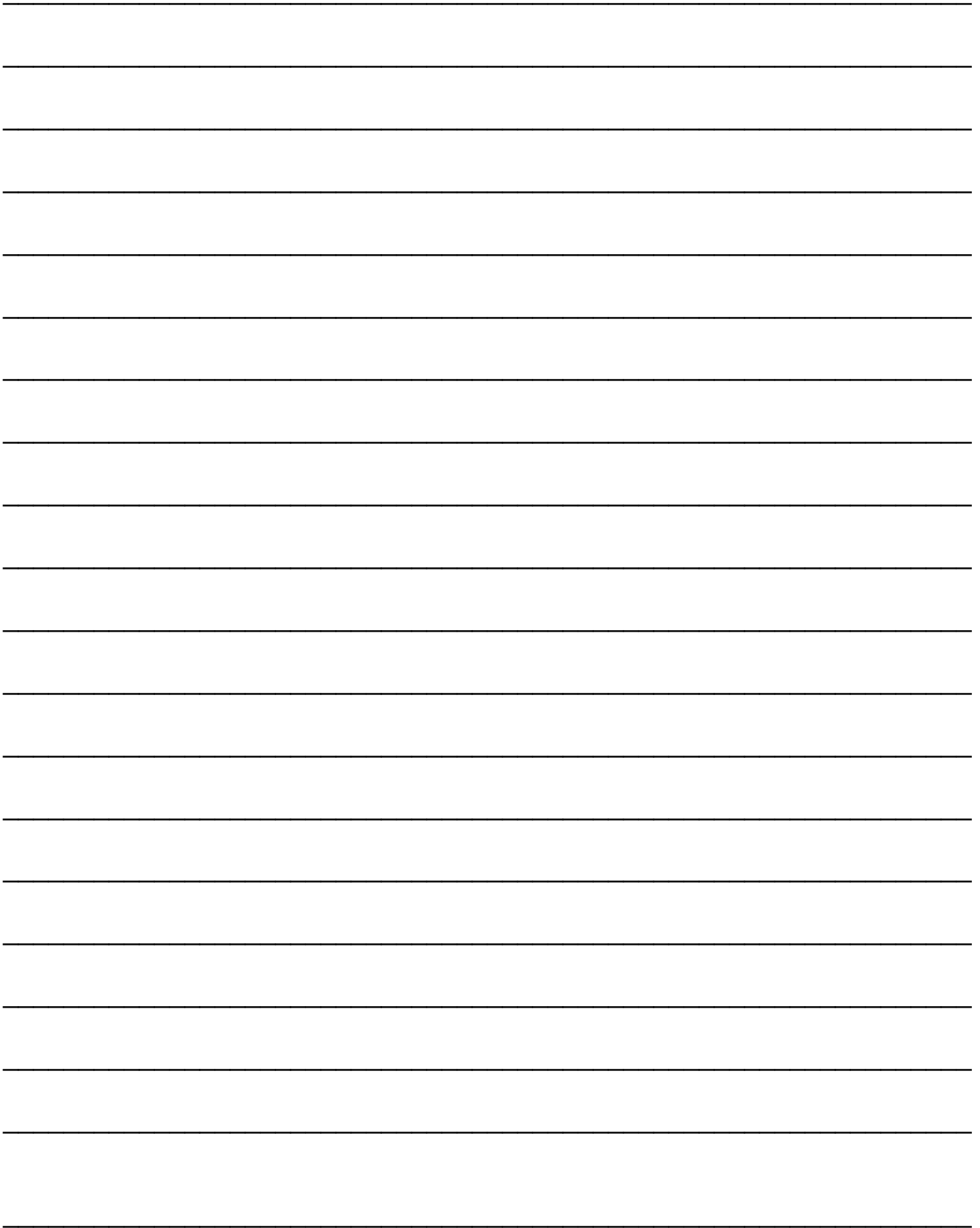
How much information you received

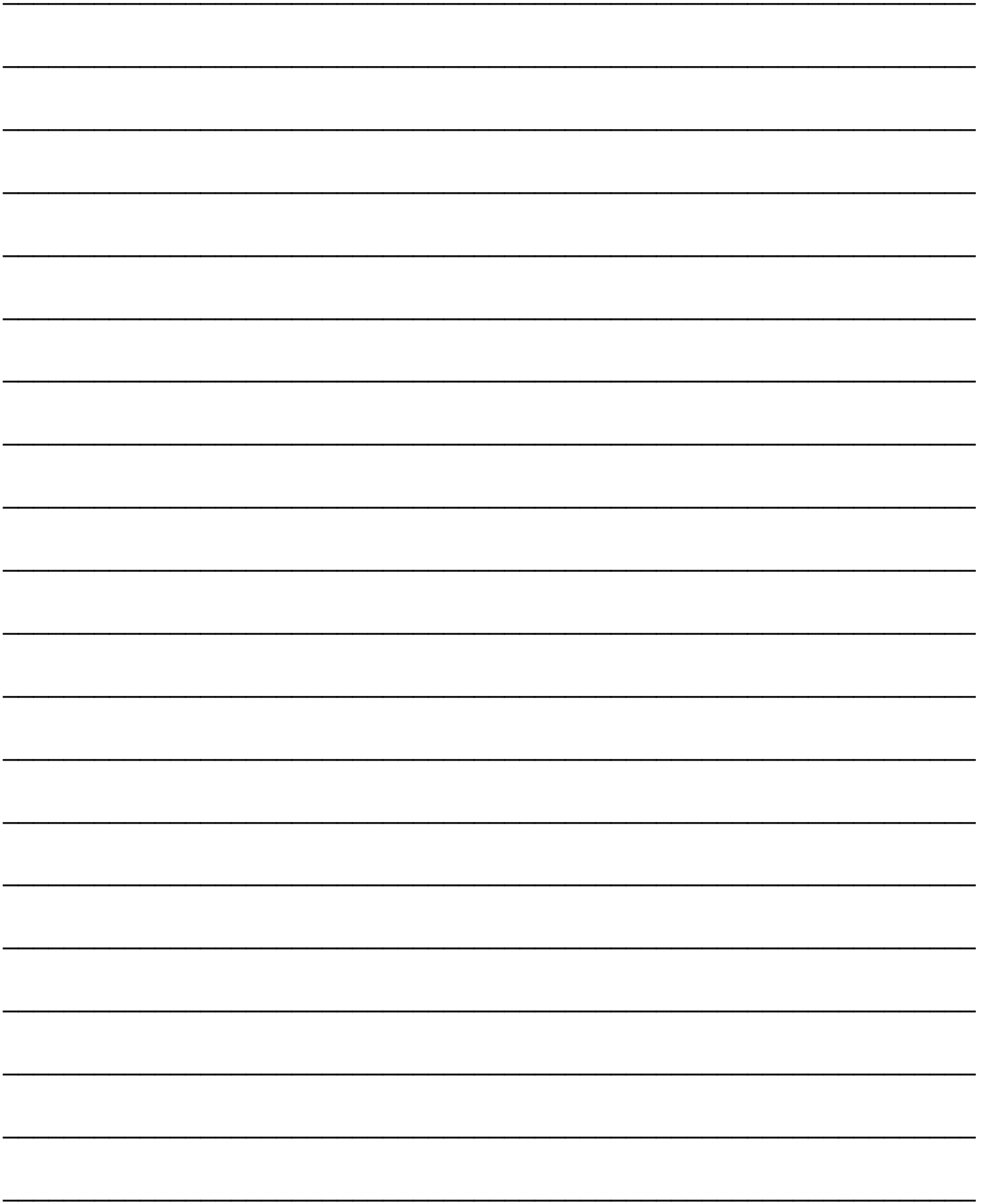
How you were treated by nurses and doctors

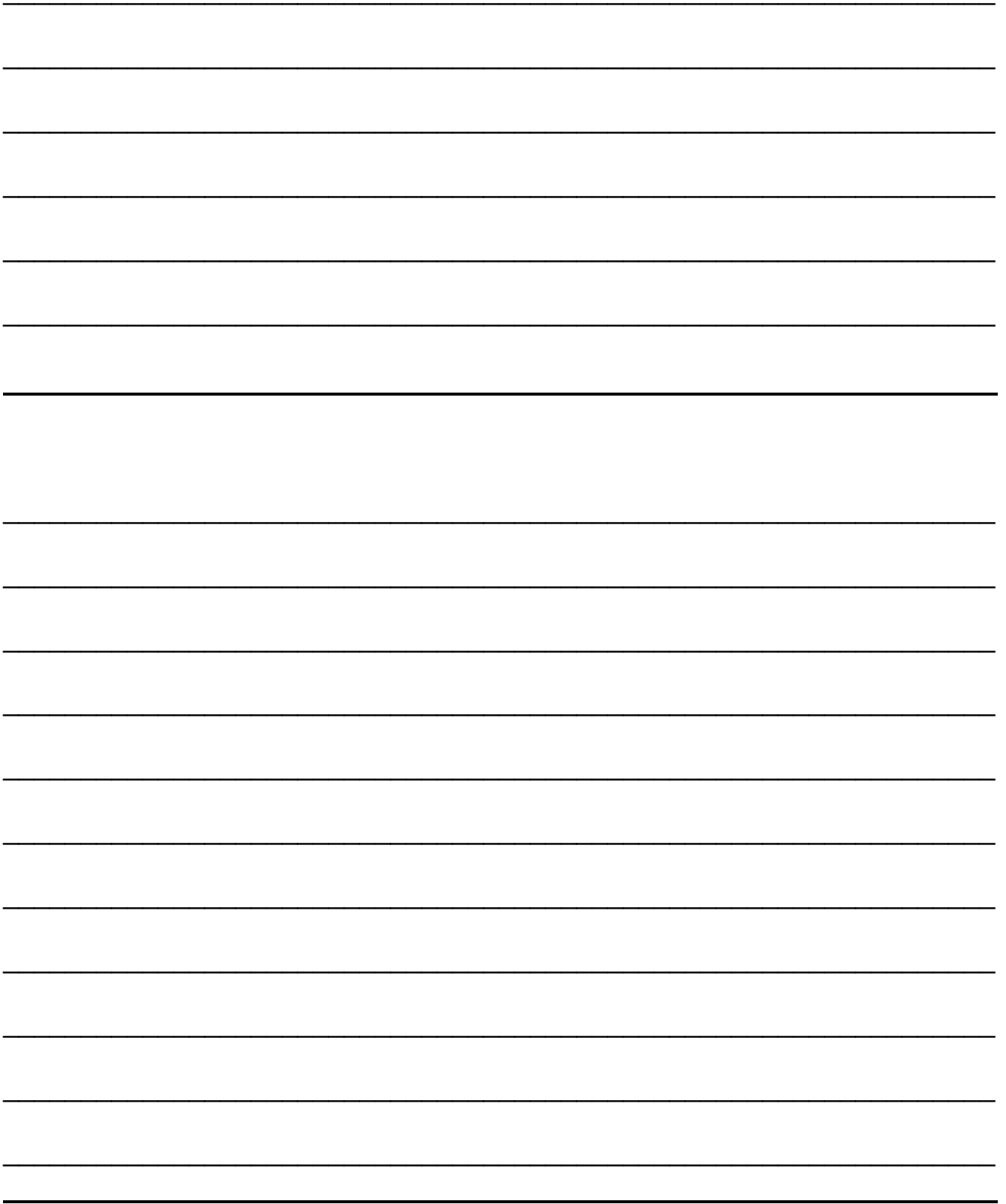
What help you got with transport

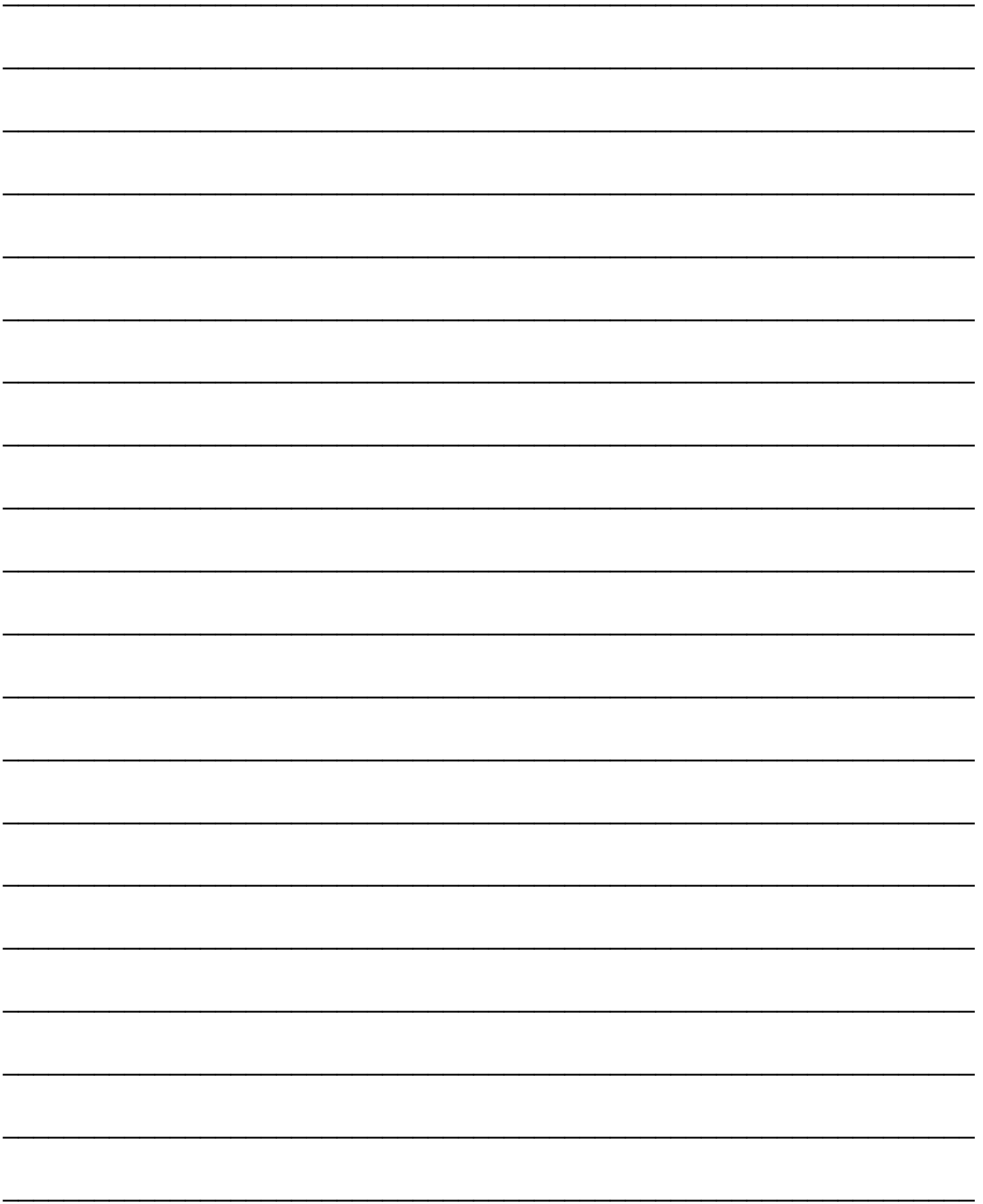
How clean and tidy the outpatient facilities were

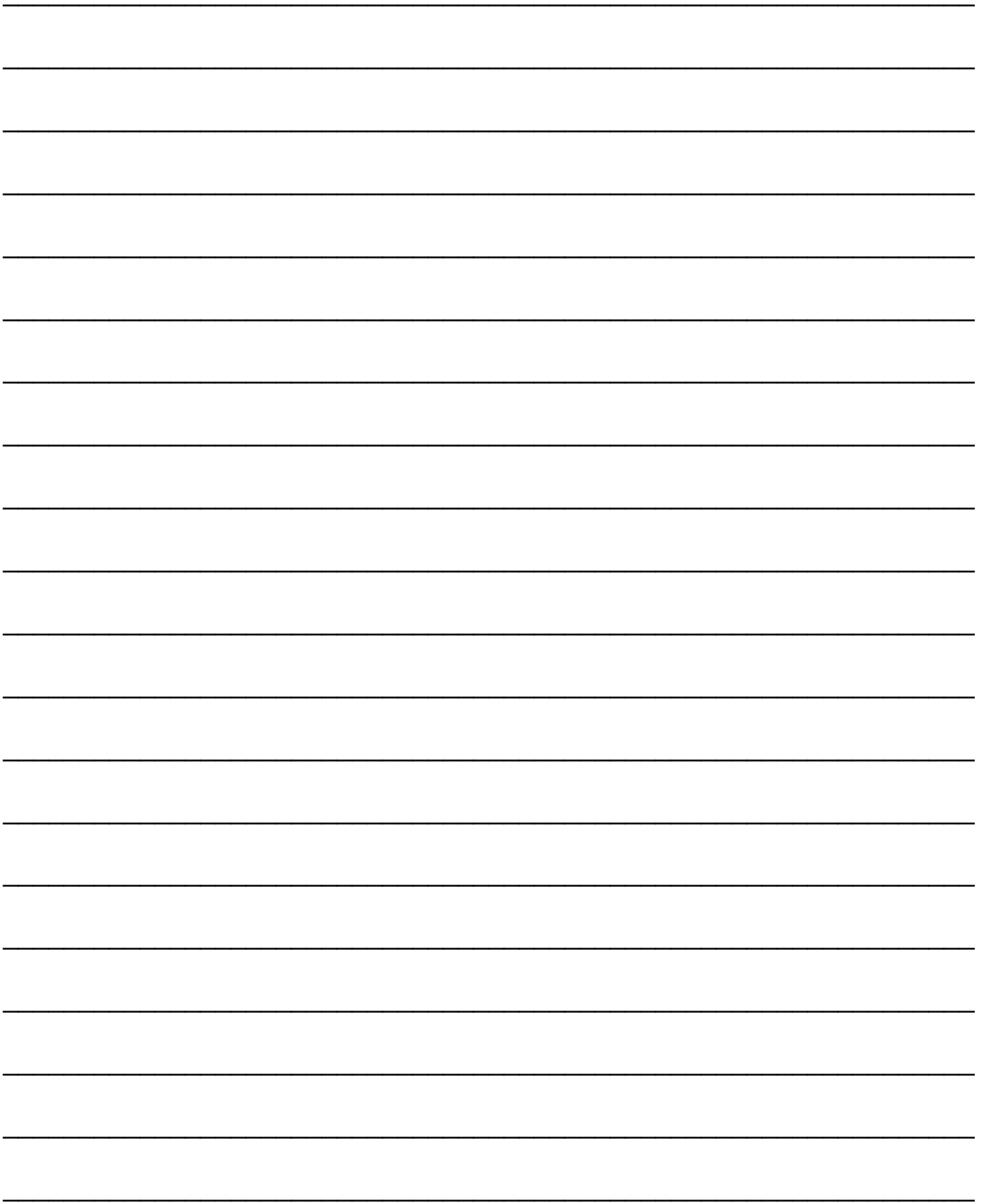
Now ... over to you!

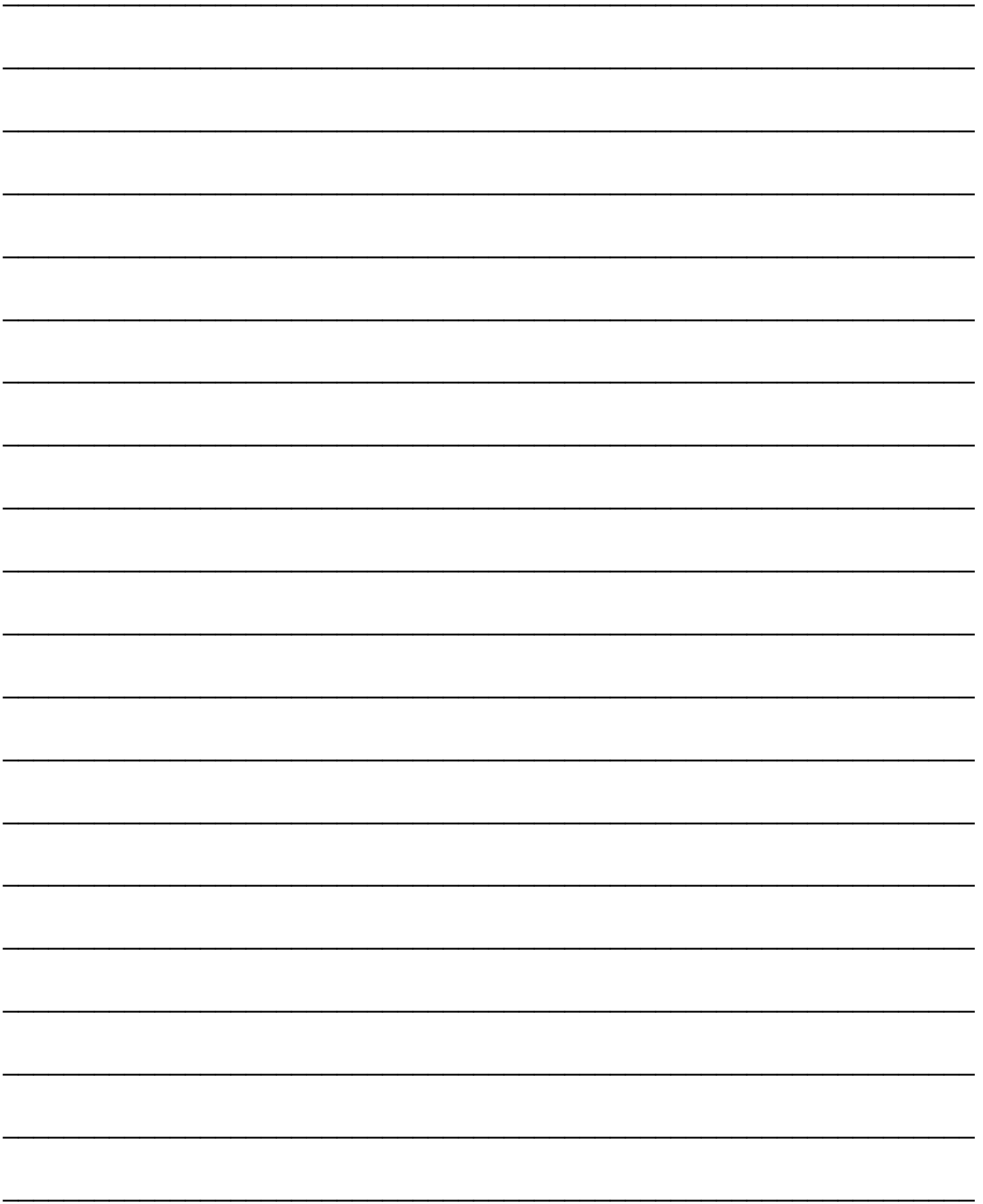












6. Follow-up care: your check-ups and other activities after your treatment and/or stay in MK Hospital

Some things to think about:

If you used hospital transport to get to and from appointments, how well that worked out

How clear the directions were on how to get to where you had to go

How well you were greeted and treated by reception staff at the hospital

The tidiness and cleanliness of the waiting area, toilets, consulting rooms, etc.

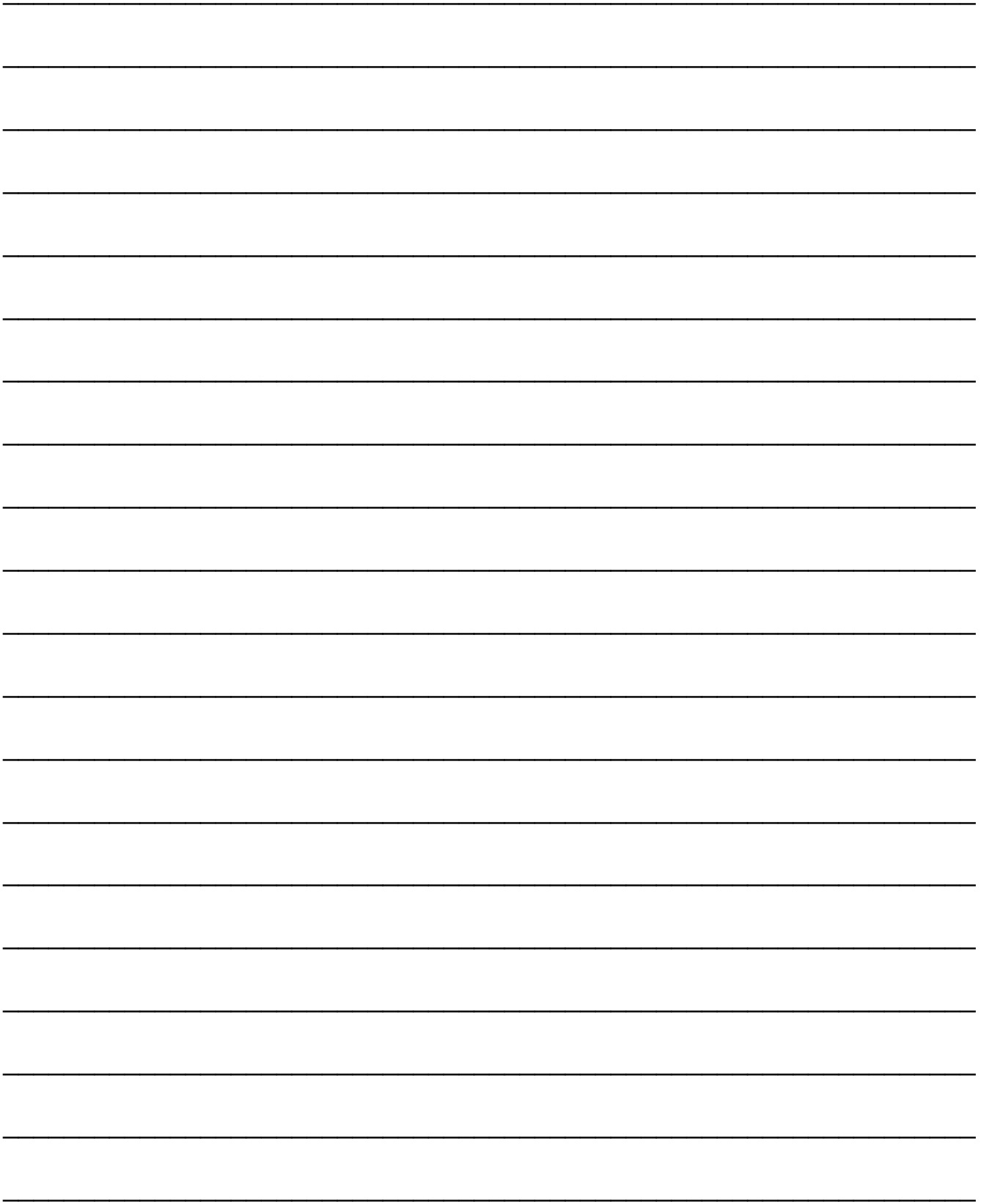
Availability of refreshments

How long you had to wait, and if you were told about any delays

How you were treated by the doctors and nurses and how well you felt you had been informed about your care and progress

What ongoing opportunities you were offered, like complementary therapies, advice on healthy eating, exercise, etc.

What written information you were given



Please remember to hand your completed Journal into the Macmillan Unit at MK Hospital either directly to Reception staff, or post it into the special box at Reception, so the MKCPP can process its information.

If you have filled this in electronically, please save it and email it to info@mkcpp.org.

Thank you for completing this Journal: the information you have given us will be used anonymously and stored securely by the Trust in accordance with the provisions of the Data Protection Act 1998. Results and outcomes of the project will be made public on the MK Hospital website, and on the MKCPP website, in due course.

If you would prefer to talk face-to-face with a member of the MKCPP about your experiences, as an alternative to using this journal, please get in touch with us.

Contact info@mkcpp.org

Date you completed this journal:

Front cover image courtesy of Narked Design Ltd, Milton Keynes.

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MKCPP

Milton Keynes Cancer Patient Partnership

Making sure that we have the best possible cancer services in our area is a vitally important activity. That's why we in the MKCPP encourage local cancer patients and carers – users of cancer services – to join us: representatives from all related interests and disciplines, working together to solve problems and enhance cancer services right across the board in the MK area.

The group consists of doctors, nurses, managers and other professionals as well as users of cancer services meeting, as equals, once every few weeks to:

- share experiences
- identify problems
- develop solutions
- help implement improvements

The MKCPP liaises and works with related user groups in the south-east Midlands and Thames Valley regions, sharing information, best practice, and other essential elements.

In its own locality, the MKCPP is pioneering the way forward for realistic maintenance and improvements in cancer services based on the realities of today ... while striving, with its NHS partners, towards even better cancer care in the future. Thank you for helping us to achieve this.

For more information check out our website on www.mkcpp.org.

