

# YOUR CANCER CARE

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CANCER SUPPORT

## WHAT TO EXPECT

Everyone has rights that must be respected when using health services in the UK\*. Macmillan Cancer Support worked with 300 patients and their carers, along with healthcare professionals, to explain what this means for people living with cancer. Together, we came up with the **Macmillan Values Based Standard<sup>®</sup>** that is made up of eight behaviours set out below.

This is what you and your carers should expect from your care:

### 1. Naming

You're the expert on you, and the information you give professionals will help them understand you.

### 2. Private communication

You're entitled to privacy – you decide if information can be shared and who with.

### 3. Communicating with more sensitivity

Expect to be communicated with in a sensitive way and be offered support. Share any concerns about what you're told.

### 4. Clinical treatment and decision making

Be involved in decisions. You should be informed of the treatment options and why recommendations have been made. This includes how the treatment will make you feel and any longer-term effects.

### 5. Acknowledge me if I'm in urgent need

You can expect professionals to understand your needs and say when these will be met. However there may be times when others are in more urgent need of care.

### 6. Control over personal space and environment

Expect to be cared for in a clean and comfortable setting and say what you need for this to happen.

### 7. Managing on my own

You should be supported to manage your own care but also know where to go if you're worried or need more help.

### 8. Getting it right

Your feedback is always welcome and your concerns are acted on, as part of a process to improve your experience of care.

\* The Human Rights Act is a UK law based on the principles of: Fairness, Respect, Equality, Dignity and Autonomy which are central to the NHS. In England and Scotland, governments have taken further steps to protect and promote patient rights through the NHS Constitution (England) and the Patient Rights (Scotland) Act.



# YOUR CANCER CARE BE INVOLVED

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## Work with your healthcare team

Find out who your key worker or clinical nurse specialist is and ask questions. A good way to find out about the support and local services available to you is to talk about your needs or concerns, and develop a plan with your key worker. This is often called a holistic needs assessment and care plan. Ask for a copy of the plan, which you can add to at follow-up appointments and/or with your GP.

## Give feedback about your care or what you would like to happen in future

You can do this in a number of ways:

- Speak to your key worker or the person in charge, such as a ward or practice manager.
- Contact the team that deals with complaints and feedback, who can give advice, support or help you to resolve problems.
- If you need help finding out who to contact or don't feel comfortable raising your concerns directly, visit a Macmillan Information and Support Centre. Or call the Macmillan Support Line on **0808 808 00 00** (Monday to Friday, 9am to 8pm) for advice and support on where to go next.

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## HELP US RAISE STANDARDS OF CANCER CARE

Everyone with cancer should have a positive experience of care and be treated with dignity and respect. That's why, at Macmillan, we're looking ahead to the General Election. We're calling on all parties to make sure:

- everyone with cancer is treated with the highest levels of dignity and respect.
- NHS staff are supported to do this.

Get involved in the campaign and find out more at [macmillan.org.uk/GE2015-XP](http://macmillan.org.uk/GE2015-XP)

Find out about other ways to get involved in improving health services with Macmillan at [macmillan.org.uk/cancervoices](http://macmillan.org.uk/cancervoices)