This document provides information to help answer questions you may have about our new patient leaflet, *Your Cancer Care*. The leaflet outlines the Macmillan Values Based Standard® – which is made up of eight behaviours. These behaviours let someone know what to expect from their care and how they can get involved to help improve it.

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**Overview of Your Cancer Care**

Created with professionals and people affected by cancer, *Your Cancer Care* is a new leaflet that provides:

- information about patient rights, by outlining the eight behaviours of the Macmillan Values Based Standard® (See section 3 ‘About Your Cancer Care’ for more information around these)
- practical steps that will support people living with cancer to get involved in their care if they wish to. This includes ways they may provide feedback and how they might work with their key worker to discuss their needs.
Your Cancer Care will be launched in September to the public, alongside the results of the National Cancer Patient Experience Survey in England. To order copies of the leaflet today click here.

Using the Your Cancer Care leaflet

Who is it for?
We encourage you to work with your team to share this product with people at any stage of their cancer journey, though ideally at the start. You could share it with them on its own or as part of a pack of information. We also encourage you to let other colleagues who work with people living with cancer, know it’s available.

How can it support you and the people you support?
This leaflet helps people living with cancer understand not only what their rights & responsibilities are, but what this looks like in practice. This knowledge can empower and support people to become a more equal partner in their care. It can encourage people to share their personal information, ask questions and offer feedback, so you can better understand their individual healthcare needs.

Staff and patients coming together like this and encouraging feedback is not new. But it can be an effective method to improve your standards of care. It can also support your action planning against the latest National Cancer Patient Experience Survey in England.

Will it increase the number of complaints you receive?
By encouraging people to become a more equal partner in their care the aim is to improve the standard of care they receive. This should avoid situations that might lead to complaints. However, it’s possible that encouraging conversations between professionals and patients may lead to an increase of complaints in the short term. It’s advised therefore to inform anyone this might impact on so they are aware and prepared for this situation.

You may also see an increase of people visiting information and support services, seeking help and advice on the issues raised in the leaflet. Information centre managers may therefore want to ensure all staff and volunteers are familiar with the local processes around complaints. They may also need to be prepared for questions around feedback, advocacy and the approach to care planning and provision of key workers.

Where can you order it?
Your Cancer Care will be launched in September to the public, alongside the results of the National Cancer Patient Experience Survey in England. To order your copy today, please click here.

A welsh version of the leaflet will also be launched in November 2014. Versions suitable for use in Scotland and Northern Ireland will also be available in the near future. For more information please email us at PatientExperience@macmillan.org.uk
About Your Cancer Care

What is the Macmillan Values Based Standard®?

The Your Cancer Care leaflet outlines the eight behaviours of the Macmillan Values Based Standard®. The behaviours were developed together with more than 300 patients and their carers, along with healthcare professionals – and are based upon human rights principles. The behaviours represent the areas that matter the most to people affected by cancer.

The Macmillan Values Based Standard® can be used as a framework for improving patients’ experiences of care. Unlike institutional performance benchmarks, the Macmillan Values Based Standard® emphasises co-productive behaviours between staff and patients. And therefore supports people affected by cancer to actively play a part in ensuring their care is delivered in the best way for them. Currently there are more than 30 sites across England and Scotland that are using the Macmillan Values Based Standard®.

To find out more about the Macmillan Values Based Standard®, please click here, or contact PatientExperience@macmillan.org.uk

What are patient rights within the NHS?

The Human Rights Act is underpinned by the basic principles of: Fairness, Respect, Equality, Dignity and Autonomy (The FREDA Principles), fundamental to the NHS. In England and Scotland governments have taken further steps to protect and promote patients’ rights through the NHS Constitution (England) and the Patient Rights (Scotland) Act.

The NHS Constitution explains what staff, patients and the public can expect from the NHS. It covers how people access health services, the quality of care they’ll receive, treatments and programs available, confidentiality, information and the right to complain.

The Patients Rights (Scotland) Act (2011) aims to improve patients’ experiences of using health services and supports people to become more involved in their health and care. The act makes provisions for the Charter of Patient Rights and Responsibilities. And like the NHS Constitution in England, the act sets out patients’ rights – covering access, communication and participation, confidentiality, respect, safety, feedback and complaints.

How can holistic needs assessment and care planning, outlined in Your Cancer Care, support your patients?

The National Cancer Survivorship Initiative website includes a practical guide for healthcare professionals responsible for undertaking holistic needs assessment (HNA) including examples of assessment tools and case studies. To find out how this can support you and your team, email recoverypackage@macmillan.org.uk

Contact

We welcome your feedback and are keen to find out how the resource is being used.
If you have any feedback or questions please email PatientExperience@macmillan.org.uk

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