healthwatch
Leicestershire

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Contact Person	Phil Welsh
Company Name	Healthwatch Leicestershire
Telephone Number	0116 257 5039
Email Address	phil.w@valonline.org.uk
Web site address	www.healthwatchleicestershire.co.uk

Friday 17 February 2017

Supporting patients after treatment is crucial, says local Healthwatch

Healthwatch Leicestershire (HWL) has released the results of their recent survey, which listened to the experiences of cancer patients from diagnosis to treatment and beyond.

The report found that a significant number of patients visited their GP three times or more before being referred to a specialist and were later diagnosed with cancer.

The NHS national cancer waiting times guidance states that patients should have a maximum wait of two weeks to be seen by a specialist following a referral with suspected cancer symptoms.[1] Healthwatch found that over a third of patients waited 14 days or longer before being seen by a specialist.

Rick Moore, Chair of Healthwatch Leicestershire said:

"We found that support was a key issue for many patients, who told us that after treatments, they feel as if they are left to deal with things on their own. There was also the idea of better promotion of support groups and services, and sharing useful and relevant information with patients at an early stage."

Patients also told Healthwatch that in many cases, they did not receive any information about how to access support groups or if there were any groups in their local area. However, two thirds of patients said they were satisfied or very satisfied with the care and treatment they received overall.

The full report and recommendations are available on the Healthwatch Leicestershire website – 'Where should I go?' Experiences of Cancer patients and their carers: http://bit.ly/2lqs0iG

For more information, please contact Healthwatch Leicestershire on 0116 257 4999 or visit the Healthwatch Leicestershire website: www.healthwatchleicestershire.co.uk

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[1] https://www.england.nhs.uk/wp-content/uploads/2015/03/delivering-cancer-wait-times.pdf

Editor notes

About Healthwatch Leicestershire
Healthwatch Leicestershire is an independent consumer champion for health and social care in Leicestershire. The organisation helps to shape and improve local health and social care in our community. Healthwatch Leicestershire is part of the Healthwatch national network, established by the Government to ensure local patients and users have a greater input to shaping and designing local services.

About Healthwatch England
Healthwatch England is the independent consumer champion for health and social care in England. The organisation has independent statutory powers, as stated in the Health and Social Care Act 2012, to ensure the consumers' voice is heard and best practice is delivered in health and social care nationally. Healthwatch is also focused on providing leadership, guidance and support to the development of the Healthwatch network. To find out more please go to www.healthwatch.co.uk.