Macmillan Cancer Support welcomes the opportunity to respond to this consultation regarding the systems through which NHS organisations are accountable for continuously monitoring and improving the quality of their care and services, and ensuring they safeguard high standards.

Macmillan professionals work across a range of health and social care settings and are key to ensuring best practice in the health service for cancer patients.

Cttee Question:

- Are patient and service users’ perspectives taken into account in the planning and delivery of services?

“Survey Programme” of the Scottish Government

Macmillan Cancer Support is a very strong supporter of the Scottish Government “Scottish Care Experience Survey Programme” which supports the three quality ambitions of the “Healthcare Quality Strategy for NHSScotland” (or Quality Strategy):

- Safe, Effective, Person-centred

by providing a basis for the measurement of quality as experienced by service users across Scotland. In particular the surveys support the person-centred quality ambition which is focused on:

- Putting people at the centre of care,
- Ensuring that care that is responsive to individual personal preferences, needs and values,
- Assuring that individual values guide all care decisions.

Cancer Focus

Surveys: In particular, Macmillan is focused on Scotland having regular Cancer Patient Experience Surveys in line with the three other countries of the UK. The aims of the Cancer Patient Experience Survey are to:

- Provide comparative feedback to Regional Cancer Networks, Cancer Centres and NHS Boards that will be used to highlight areas of best practice, and to indicate where improvement work might need to be considered.
- Explore if there are differences in experience of treatment between groups of cancer patients (for example different cancer types and level of deprivation).
- Allow assessment of change in cancer care experience over time.

Macmillan would like the Committee to back the principle of Scotland having regular cancer patient experience surveys to drive up standards of care for cancer patients across Scotland.
We want Health Boards and Local Authorities to put in place measures to implement the learnings from their local CPES findings each year.

Cttee Question:

- Are services safe, effective, and evidence-based?

Cancer Quality Performance Indicators (QPIs) are a key part of the quality jigsaw. “Better Cancer Care” (2008) commits to QPIs – with the aim being “The overarching aim of the cancer quality work programme is to ensure that activity at NHS board level is focussed on areas most important in terms of improving survival and patient experience whilst reducing variance and ensuring safe, effective and person-centred cancer care”.

Macmillan Cancer support would like the Committee to back the continuing reporting of performance against national QPIs for cancer.