

PATIENT INFORMATION

BAUN Section of Oncology Study Day

Lauren Wiggins . 15 June 2012

Benefits of patient information

- “ **Helps patients be involved in their own health and care**
- “ **Patients become more involved in decisions that affect them**
- “ **Informed patients report**
 - Better outcomes
 - Less regret

What information do patients want?

People with cancer want as much information as possible (good or bad) that helps them:

- “ Understand diagnosis, chance of successful treatment, side effects
- “ Reduce anxiety and increase sense of control
- “ Create realistic expectations
- “ Provide knowledge that enables meaningful participation in decision making

Are we getting it right?

National Cancer Patient Experience Survey in England 2010

75% given written information about their type of cancer

77% received written information about side effects

78% given information about self help or support groups

59% family received all the information they needed to help care for them

35% received information about financial help (needed it)

Quality Care Survey (October 2011 – January 2012)

27% received too little information, care and support when diagnosed

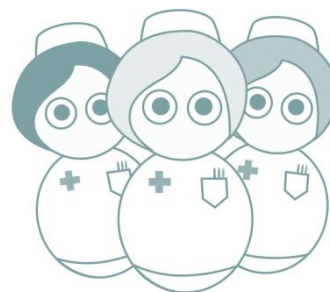
26% received too little information about their treatment options

What is information?

“Information applies to facts told, read or communicated that may be unorganised and even unrelated”

[dictionary.com](https://www.dictionary.com)

Sources of information



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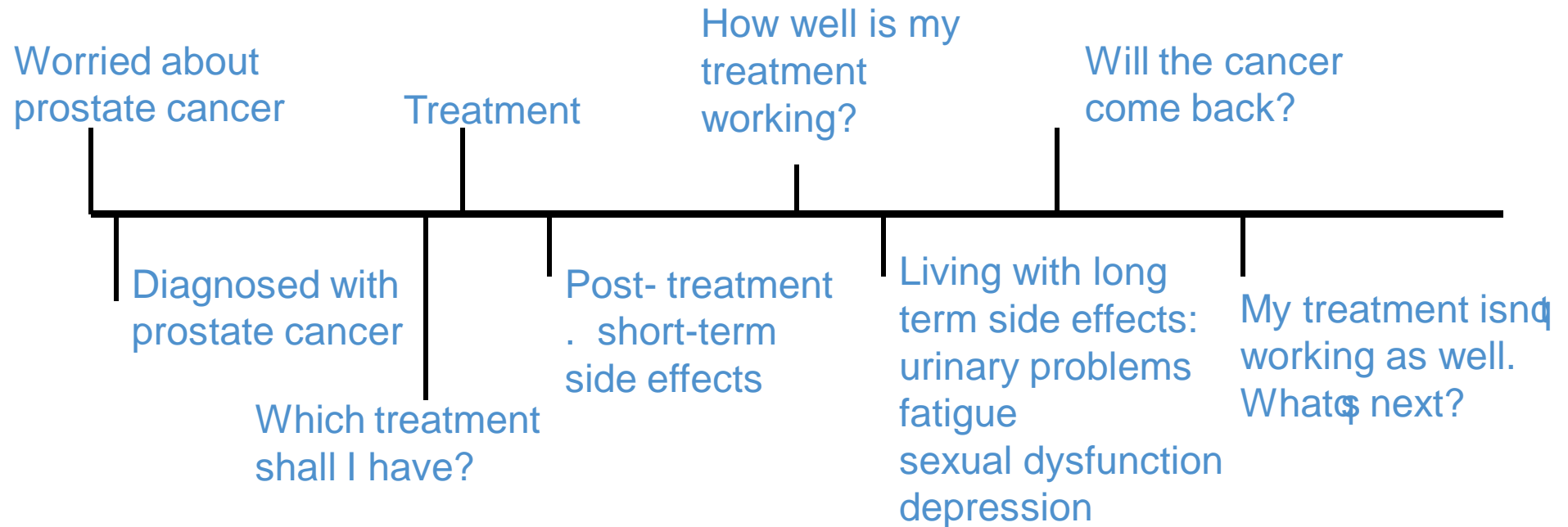
What is knowledge

“Knowledge is ... the comprehension and understanding consequent to having acquired and organised a body of facts.”

[dictionary.com](https://www.dictionary.com)

Providing information

Prostate cancer – a journey



Providing the right information

Integral to every interaction

Information-needs assessment

Information resources must be

- ” Accessible**
- ” Tailored**
- ” Accurate**
- ” Promotes dialogue**

Reliable, accurate, accessible

- “ Based on the latest available evidence
- “ Reviewed – health professional experts
- “ Reviewed – men with prostate cancer (and families)
- “ Developed following best practise guidelines and principles (RNIB, Plain English, Discern)
- “ Certified by the Information Standard

A reliable resource for you

- “ Publications
- “ Website
- “ Specialist nurse helpline
 - Telephone
 - Email
- “ Peer support volunteers
- “ Online community

Health professional support

- “ Training
- “ Updates – e-newsletter



How to use us

- “ www.prostate-cancer.org.uk
- “ 0800 074 8383
- “ info@prostate-cancer.org.uk
- “ literature@prostate-cancer.org.uk
- “ e-Newsletter
 - Complete a form today
 - Complete a form online

