

APPENDIX 1



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FAO: Mr C Gale
Healthwatch Isle of Wight
Riverside Centre, the Quay
NEWPORT, I.W.
PO30 2QR

Dear Mr Gale,

Thank you for continuing to work closely with the Trust to improve our services. This additional detail on the survey undertaken in Summer 2017 has been circulated to our cancer team.

We have noted that the outcomes of the survey are based on a relatively small number of responses, but recognise the importance of feedback to ensure that all services are well co-ordinated and that all patients are supported by a Cancer Clinical Nurse Specialist (CNS).

It is worth noting that the terminology used in the survey differs from that used within the Trust with our patients. We do not use the term 'case co-ordinator'. The title of the role referred to by the survey is 'Cancer Clinical Nurse Specialist' or CNS. This may have been confusing for the respondents. In our local annual cancer site specific Patient Experience exercises it has consistently shown that our patients are aware of their CNS and know how to contact her.

We are working with our commissioners, the Isle of Wight CCG on cross- Solent travel and take on board the feedback that there is further work to do in providing further information to our patients on this.

The action plan which we submitted in September 2018 in response to the original report is being refreshed as a consequence of new information provided by Healthwatch. This will be reviewed by the newly convened Cancer Steering Group in March 2019. We would welcome your attendance to be part of that discussion.

Once again, a big thank you from us and let us know if there is any further information you require.

Yours sincerely



Nikki Turner
Director of Acute Services

Cc: Amanda Shaw, CSCD Associate Director of Operations
Anne Snow, Consultant Nurse/ Lead Clinician Cancer