



Isles of Scilly Cancer Care Survey

Cancer Care During COVID-19: The experiences of people on the Isles of Scilly

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Introduction

Introduction

Healthwatch Isles of Scilly is an independent, publicly-funded organisation. We have statutory duties and a remit to ensure health and social care services on the Isles of Scilly are the best they can be for people, now and in the future.

In response to the coronavirus pandemic, health and social care services have had to dramatically change the way they provide care. Healthwatch Isles of Scilly has been asking the community to share their experience of cancer care during this time.

Listening to people's experiences during the pandemic, we will learn lessons for the future, inform local health and social care provision and provide feedback to Healthwatch England to inform national policy.

The survey ran for the months of October and November 2020 and asked residents of the Isles of Scilly about their experiences of cancer care during COVID-19.

Who we worked with to set up the survey

We ran the survey through our own website in order to obtain results for the Isles of Scilly. As there have been significant changes in the way that people have experienced medical appointments, we felt that it was important to know the experiences of our community in this area.

Introduction

Where we advertised

The survey was hosted on the Healthwatch Isles of Scilly website and advertised on the social media network, Facebook.

Who took part

2 people from the Isles of Scilly completed the survey. Respondents were female, between the ages of 25-79.

Key Findings

Both respondents felt that their care had continued as expected and it was excellent.

Both respondents said that their treatment and testing location had remained the same.

Results from the Survey

This survey has not produced any significant data to analyse, due to the fact there was only two respondents.

Both respondents had been tested before March 2020, so there is no evidence that COVID-19 impacted on the diagnosis.

Only one out of the two respondents provided more detail in their responses.

One respondent said they were able to access support, the other respondent did not want any additional support, but has done some research on Google.

Both respondents felt that their care had continued as expected and that the care was excellent.

Both respondents said that their treatment and testing location had remained the same.

One respondent said that they had received only one courtesy call from the health centre during lockdown.

Stories



What people told us about their overall experience of cancer care during COVID-19



Stories

"Other than travel to the mainland being even more of a nightmare than usual. It really is time for medical travel to be prioritised, especially when shielding patients really should not be in a position to have to find somewhere to stay on the mainland when no seat is available. My day trip next week is now a 2 night stay due to lack of seats."

"The Headland and Cove in Truro are priceless."

Respondent 1

"Looked up ongoing problems on Google, and adapted my lifestyle accordingly."

Respondent 2

Conclusion



Conclusion

Only two members of the community completed the survey, so it is not possible to draw any solid conclusions from the results.

Overall both of the respondents were happy with the cancer care that they had been receiving.

Only one patient had one courtesy call made to them and this was from the local health centre.

Recommendations

From the survey the following recommendations have been made:

For medical transport to be prioritised for cancer patients to make sure that they can keep travel to a minimum.

For the patient to have more regular contact from care services, to make sure they are receiving the support that they need.

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