Day surgery
- Disorganised, chaotic
- Feeling invisible and alone
- Need to be segregated
- Saying goodbye to family/friends too early

Moving through the system
- Long waiting times in clinics although justified if they had enough time with consultant.
- Administrative issues - making and coordinating appointments and receiving letters on time.
- Lack of continuity of care - seeing a different consultant/nurse each time meant a trusting relationship not established.
- Positive impact of friendly front line staff on patient experience - friendly staff improving patient experiences.
- Satisfied with the speed of moving through process - diagnostic tests, booked in for surgery, treatment.
- Need for better communication across the disciplines - letting patients know what to expect.

Diagnosis
- Delivering news sensitively
- Having friend/relative with you

Understanding what's happening
- Importance of being given enough time with consultants, establishing trusting relationships
- Need for more information about pre-assessment procedures.

Receiving support
- Satisfied with support from CNS
- Importance of counselling, support group and complimentary therapies

Communication along the way
- Importance of communication between staff and patients
- Staff spending enough time with patients
- Importance of written information
- Information about going through cancer treatment and living with the side effects
- Feeling lost at end of treatment - more information about what happens next

Care at the end of treatment

Appointment systems
- Not receiving letters on time, patients not on the lists, lost in system