

ICE: Improving the Cancer Experience

A group of patients, carers and family members who want to have a say on cancer services at St George's Hospital

What do we do?

We use our experiences to help make a difference to the care provided at St George's Hospital. These are some examples of how we are making a difference to the development of cancer services.

- We find out how local cancer services can be improved, and try to bring about those improvements.
- We give the patient's perspective in the development of new services.
- We offer a lay view on new information for cancer patients.
- We encourage better communication between cancer patients and health professionals.
- We are not a self-help or support group. However, we can give you information on local support groups and cancer information centres

This group is not able to deal with complaints about cancer services. If you have concerns or a complaint, please contact the Patient Advice and Liaison Service (PALS) at St George's Hospital.

What past and present projects has ICE worked on?

- The refurbishment of the joint Oncology and Haematology Outpatients Department.
- The provision of internet access for long-stay patients on Ruth Myles ward.
- The production of an End of Treatment information pack, including contributing to the development of a booklet for patients.
- The provision of live music within the hospital.
- Increasing awareness of the needs of patients with learning disabilities, and those with communication difficulties.
- The development of new cancer services.

When do we meet?

We currently meet in the evening of every third Thursday of the month at St George's Hospital. The meetings are facilitated by a patient, carer or family member.

How can we support members of ICE?

We offer regular opportunities to attend relevant conferences and or training courses. This helps patients, carers or family members to gain the confidence, skills and knowledge they need to contribute to the group's work.

How can I join ICE?

If you would like to know more about ICE and similar user involvement groups, please contact Sarah Duncan, Patient Advice and Involvement Manager, on **020 8672 2945**. Alternatively, you can speak to her in the Patient Advice and Liaison Service (PALS) office, which is in the ground floor of Grosvenor Wing at St George's Hospital.