SCAN is the South East Scotland Cancer Network. We are an NHS organisation working to improve people’s experience of cancer care across South East Scotland.

Our aim is to provide high quality, clinically effective services, no matter whether you live in the Borders, Dumfries and Galloway, Fife or Lothian. We do this by working as a ‘managed clinical network’. Our network consists of groups of individuals and organisations who are involved in cancer care throughout the whole of the South East of Scotland.

For further information about being involved, please contact:

SCAN Office, SCAN Patient Information Manager, Pentland House, 47 Robb’s Loan, Edinburgh, EH14 1AB.

Telephone: 0131 465 7684
E-mail: scan@nhslothian.scot.nhs.uk
Remit

The SCAN Patient Involvement Group is a group of patients, carers, voluntary sector and NHS staff who work together to improve cancer services across the South East Scotland Cancer Network, referred to as SCAN (comprising NHS Borders, NHS Dumfries & Galloway, NHS Fife and NHS Lothian - see map on back page).

The Group is not a support group but can offer information on where to go for help and advice if you would like.

Membership of the Group is open to all patients / carers who are, or have been, affected by cancer and live in the SCAN region or are currently using cancer services within the SCAN region. Members can choose their own level of involvement.

The group acts as both a reference and an information point for patient and carer involvement activity across the Network.

How do Group members do this?

Active participation: attending Patient Involvement Forums, training events and conferences, by commenting or advising on specific issues and, where appropriate, being a member of SCAN Network Groups.

Giving views: on patient information leaflets, policy documents (local, regional and national), consultations and future developments.

Working Together:

- To take your points of view seriously.
- To treat you in a positive, respectful and non-discriminatory manner.
- To remove barriers to your participation and use plain language.

Feedback:

- To tell you what has happened as a result of your involvement.
- To provide feedback on the involvement activities of the group to the Network and other relevant bodies.

Support:

- To provide training, where appropriate.
- To designate a named contact.
- To set out a clear remit of your responsibilities and what role you have if involved in specific groups or projects.
- To keep you informed.
- To reimburse agreed travel costs in line with the SCAN expenses policy.
To complete and return any feedback forms you are given.

General:
♦ To be aware of your responsibilities.
♦ To tell your contact if you no longer wish to be involved.
♦ To raise any concerns or difficulties with your contact.
♦ To follow the SCAN expenses policy when claiming travel costs.

Identifying gaps: in relation to patient / carer need.

Involvement in training: by telling your story at Tumour Specific Group Education Days and Palliative Care Education Days, by participating in training workshops and by participating in Breaking Bad News training for medical students.

Other: attending designated events and being involved in projects within the network.

SCAN's responsibilities

SCAN will hold information in accordance with the Data Protection Act (DPA) 1998, which is concerned with personal data and the way in which it is processed and will abide by the Caldicote Principles when dealing with confidential material.

Sharing information:
♦ To provide jargon-free details of cancers, treatments and services; for example, explain things to you before a meeting.
♦ To provide equal access to all relevant information in an appropriate format.
♦ To inform Network Groups of patient / carer issues as they arise.

What SCAN expects from you

♦ Your experience of cancer as a patient or a carer.
♦ To use your experiences to give the patient / carer view, and where appropriate, to seek the views of and feedback to any groups you represent.
♦ To be willing to help SCAN improve cancer services for patients.
♦ To be willing to participate and take matters forward where possible as they arise in a Group environment.
♦ To have an interest in the NHS.
♦ To have an open mind; to have an ability to see the bigger picture.
What you can expect from SCAN

♦ A willingness to listen.
♦ Patient Involvement professionals to support your involvement.
♦ To support and influence the improvement of cancer services.
♦ To promote and support Patient Involvement, both within the Network and across the South East of Scotland.
♦ To facilitate and organise relevant information and pertinent meetings.
♦ To act as a reference point to facilitate patient feedback / comments to the relevant people.
♦ To take forward the views of the Group as appropriate and to report back.

Your responsibilities

Members are asked to be aware of the confidential nature of some of the information that they are being given and are also asked to be aware of the Data Protection Act (DPA) 1998 which is concerned with personal data and the way in which it is processed:

http://www.opsi.gov.uk/acts/acts1998/ukpga_19980029_en_9#sch1

Sharing information:
♦ To give the patient / carer view based on your experiences.
♦ To participate fully in this group; for example, by reading information sent to you by the Network.
♦ To attend briefings and training sessions.
♦ To inform your contact of any barriers to your involvement; for example, disabled parking, dietary needs, difficulty in accessing information or to give apologies if unable to attend an event.

Working Together:
♦ To accept others’ views, even when you don’t agree with them.
♦ To treat others in a positive, respectful and non-discriminatory manner.
♦ Generally, although you can draw upon what happened when you were treated, your specific role is to consider, reflect and offer opinion on issues affecting patient care. It is not about your story alone.

Feedback:
♦ To review and comment as requested; for example, policy documents.
♦ To provide feedback from events, meetings and conferences attended.