



# Changing Cancer in Spain

## Results from the Working Group 2

### Limited doctor-patient communication

Promoter

Associates

Technical Secretariat



Confederación ACCU  
Crohn y Colitis Ulcerosa



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# Context

In **2018 two Working Sessions** took place with the participation of a **multidisciplinary Working Group**, composed of patient associations representatives, representatives from national agencies, foundations, decision-makers, clinical oncologists, and primary care physicians.

A total of **36 inefficiencies in cancer management in Spain were identified**. Out of 36 inefficiencies, **11 were prioritised** for being considered approachable in the short term.



# Context

The **11 inefficiencies** prioritised for being considered approachable in the short term were:

Nº	Inefficiencies
#01	Low social awareness and stigmatisation of cancer
#17	<b>Limited doctor-patient communication</b>
#24	Inadequate adaptation of the information provided to the patient at the time of diagnosis
#03	Most of the national campaigns on cancer care are designed without involving all the important agents
#05	Resources and sources of information on cancer are scattered and poorly coordinated
#20	Low participation in some of the cancer screening programs
#30	Lack of evaluation of health outcomes of treatments
#34	Lack of follow-up of long survivors without active disease
#04	The National Strategy against Cancer is not updated
#11	Poor connection and communication between different hospitals that treat cancer patients
#31	Delays and inequality of access to pharmacological and non-pharmacological treatment of cancer between hospitals

# Context

In 2019, a meeting was held with the **Working Group 2 (WG2)** to address in depth one of the 11 prioritised inefficiencies.



**“Limited doctor-patient  
communication”**

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# Objective

To define and discuss the main areas of improvement that currently exist in doctor-patient communication



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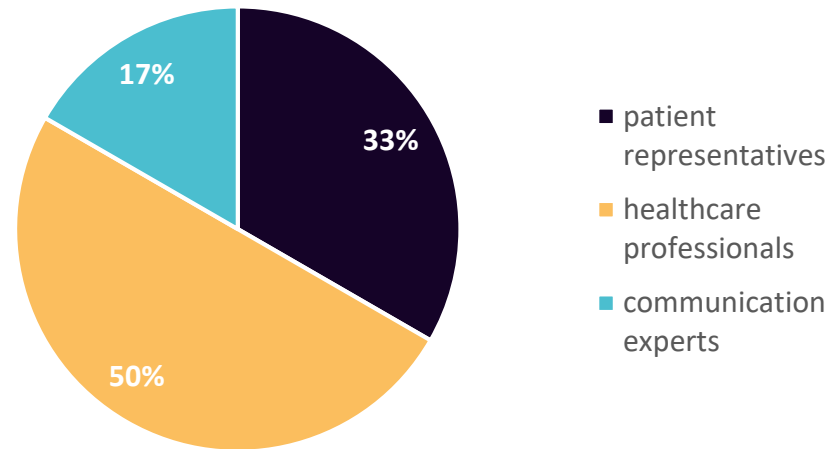
- ▶ Context
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# Composition of the Working Group 2

▶ The **Working Group 2** (WG2) was composed of **6 participants** from different profiles:

- 2 patient representatives
- 3 healthcare professionals:
  - 1 medical oncologist
  - 2 cancer nurses
- 1 communication expert

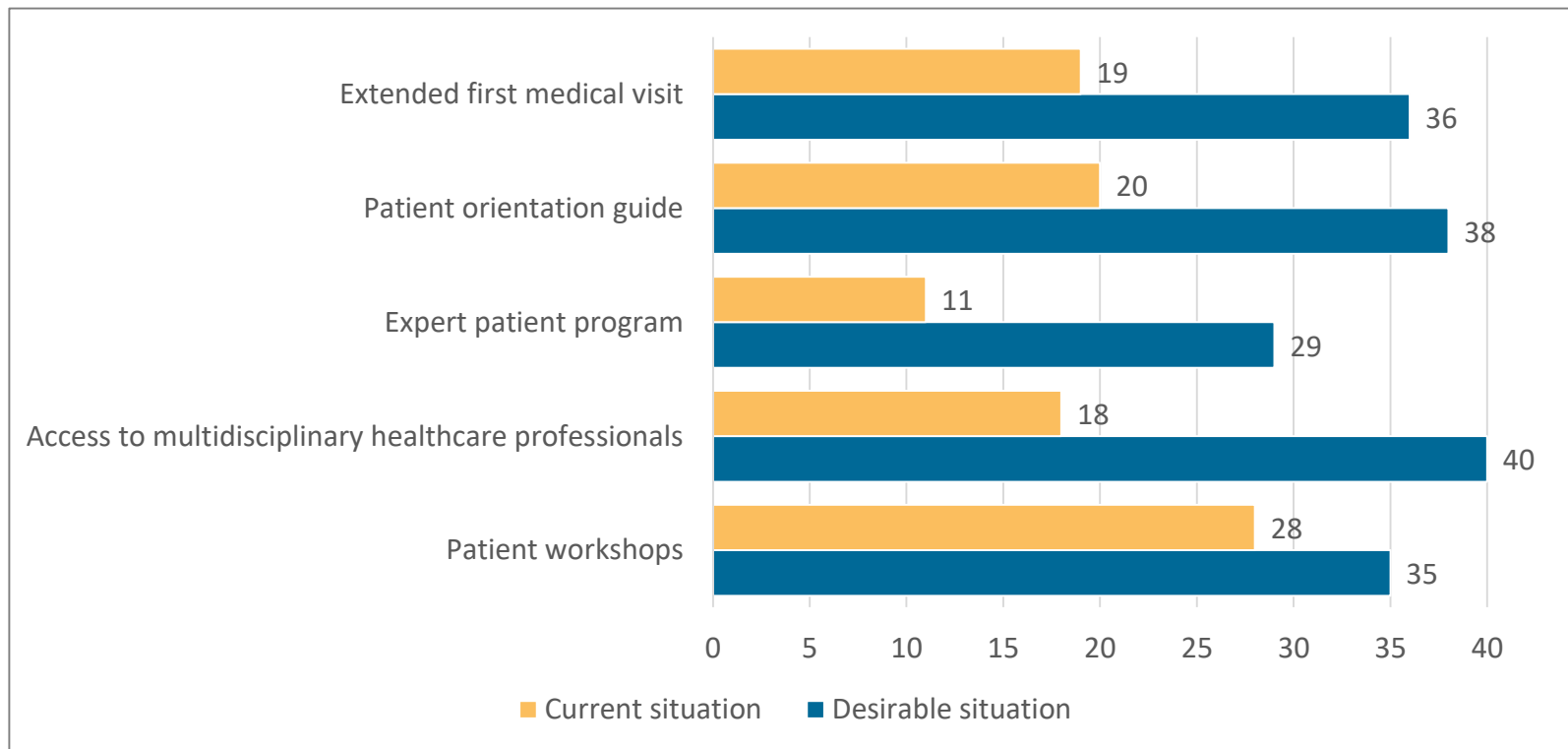


# Three discussion topics were selected for the meeting

-  Need for training of patients in knowledge of the disease and understanding of symptoms to improve their communication during the medical visit.
-  Need for creation of materials to facilitate the patients' understanding of the explanations of health professionals.
-  Need for an increased use of information technologies to facilitate doctor-patient communication.

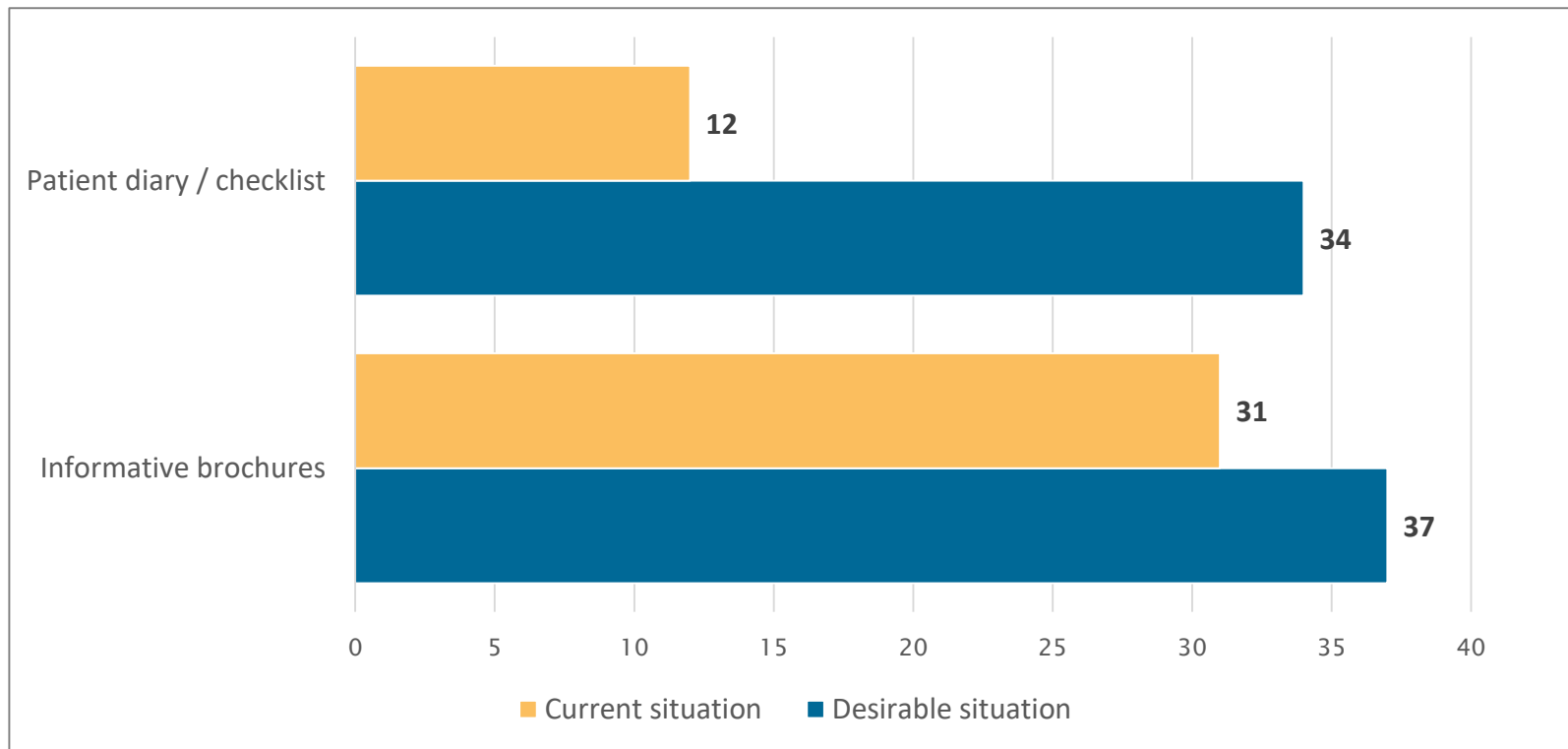
# Discussion topic 1: proposed actions and scoring

- ▶ The following chart shows the 5 items proposed with the respective scores on their current situation and desirable situation. The maximum score in this case is 42 points.



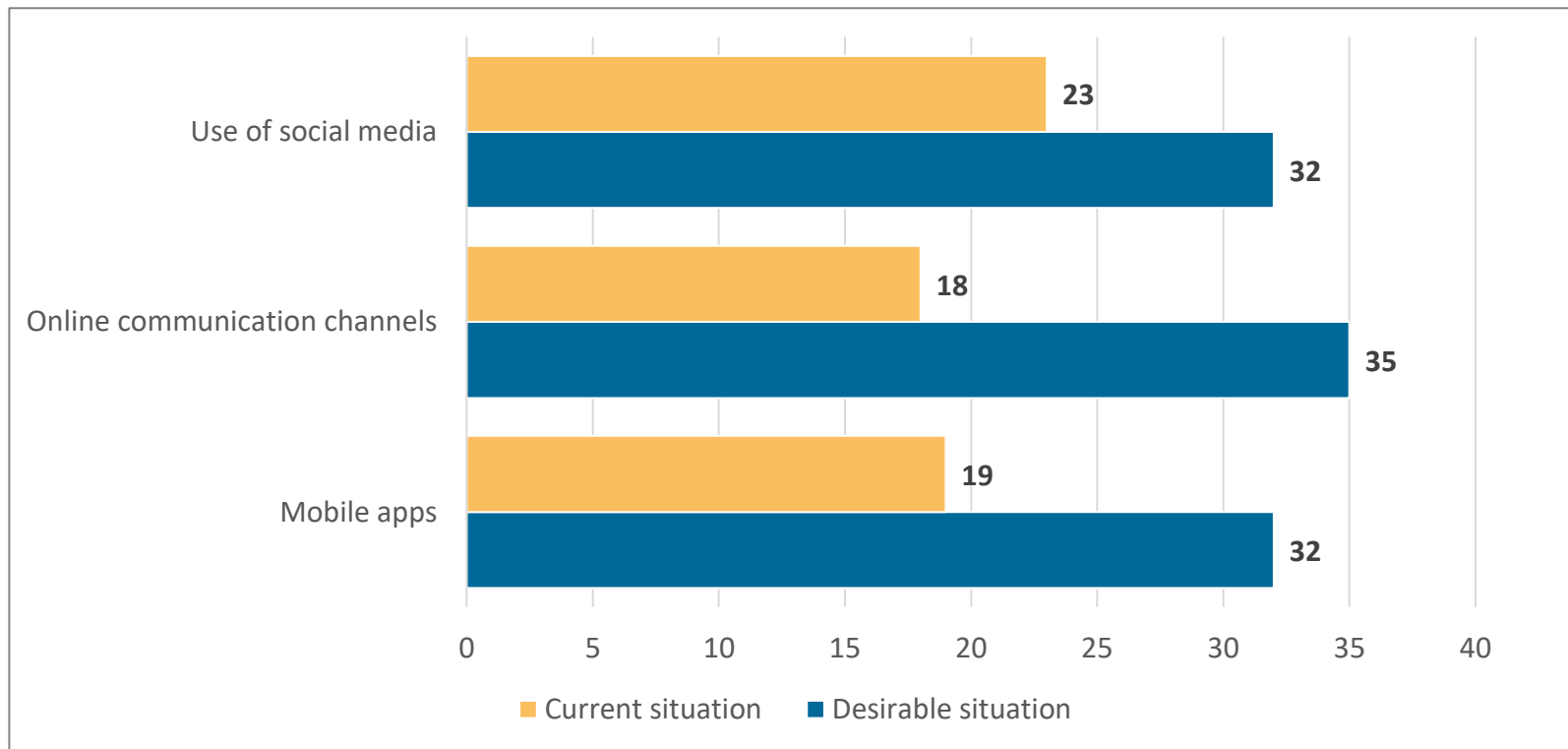
# Discussion topic 2: proposed actions and scoring

- ▶ The following chart shows the 2 items proposed with the respective scores on their current situation and desirable situation. The maximum score in this case is 42 points.



# Discussion topic 3: proposed actions and scoring

- ▶ The following chart shows the 3 items proposed with the respective scores on their current situation and desirable situation. The maximum score in this case is 35 points.



# Main actions proposed to improve doctor-patient communication

1

**Patient workshops:** organisation of workshops for patients, taught by oncology nursing, to explain the disease and help patients to understand their symptoms and make appropriate decisions.

2

**Informative brochures:** elaboration of informative brochures or leaflets to deliver to patients in medical consultations, including key concepts that patients should know, in visual format and using patient-adapted language.

3

**Use of social media:** promotion of the use of social media as a source of information and support, coordinated by patient associations, guaranteeing the quality of the contents, for the support and help of patients and their families.



# THANK YOU

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