

The experiences of treatment and care for Polish gynaecological cancer patients at University Hospital Southampton

Action Plan¹

This action plan is an initial response to the report about Polish gynaecological cancer patients' and care-givers' experiences of their treatment and care. The UHS Gynaecological Cancer Team have already made some changes as a result of the report, like adding chaplaincy information to information they provide. We expect this action plan to evolve over time as we raise awareness of the findings and further take steps forward.

Recommendations	What	Who	When
1. Continue providing consistent and compassionate support to patients and their care-givers	1.1 To provide culturally specific care and support enhanced by actions below	UHS Gynaecological Cancer Team led by Mel Beck	From Oct 2025
	1.2 To raise awareness of the specific experience of Polish patients and care-givers to enable others to provide culturally appropriate by sharing the report findings with departmental, Clinical Nurse Specialist (CNS), University Hospital Southampton (UHS) colleagues and via national cancer networks	Mel Beck, Lead Gynae Oncology CNS, and Ali Keen, Head of Cancer Nursing, UHS/ Sue Newell, WCA Involvement and Inclusion Lead	From Oct 2025
2. Ensure the ongoing availability of interpreters and language support for appointments	2.2 To raise awareness of the need for translation and interpretation at all appointments and stages of the Gynae cancer pathway with Team members	Mel Beck	Nov 25

¹ Actions have been identified in responses to the headline recommendations and further details in the report.

	2.3	To discuss with UHS interpreting lead the practicalities of implementing this within the team	Mel Beck	Nov 25
	2.4	To review processes to include interpreters appropriately throughout pathway (initial through to follow up)	Mel Beck	Dec 25 onwards
	2.5	To brief and train the team to facilitate effective interpreting at appointments	Mel Beck	Jan 2025 onwards
3. Develop a practical, culturally sensitive guide for care-givers	3.1	To raise awareness about the importance of addressing culturally specific needs of Polish patients and care-givers with the Gynae Cancer Team	Mel Beck	From Oct 2025
	3.2	To invite patients and care-givers to review the current information pack to see if there are any changes that can be made	Mel Beck	Nov 2025
	3.3	To consider with patients and care-givers whether any information needs to be translated (e.g. Key worker leaflet / response times and Acute Oncology number)	Mel Beck	Dec 2025
4. Provide regular reminders and clear information about available emotional and practical support	4.1	To discuss with Maggie's Cancer Centre and onsite Patient Support Hub how they are able to provide support to Polish patients and care-givers where there may be language barriers	Mel Beck and Sue Newell	Dec 2025
	4.2	To discuss with the Hampshire Macmillan Citizen's Advice Service how they are able to provide financial advice and guidance to Polish patients and care-givers where there may be language barriers	Sue Newell	Dec 2025

5. Explore the level of informal support a patient has from family or friends	5.1 To encourage the team to ask Polish patients about their support network and formalise a 'check in' with those who may be more isolated e.g. by text message – and reiterating support available through the Patient Hub and Maggie's	Mel Beck	Oct 2025
6. Introduce anonymous feedback tools, such as questionnaires or online forms	6.1 To continue to use Friends and Family Test to continue to gather patient feedback 6.2 To routinely guide patients and care-givers to give positive feedback or negative feedback e.g. through Patient Advice and Liaison Service (PALs) and National Patient Experience Survey 6.3 To set up a patient and care-giver anonymous feedback suggestion box on the Gynae wards and translate the box signage into Polish and other key languages	UHS Gynaecological Cancer Team led by Mel Beck UHS Gynaecological Cancer Team led by Mel Beck Mel Beck	Ongoing Oct 2025 Nov 2025
7. Share this report with interview participants and invite ongoing dialogue	7.1 To share the report and action plan and invite feedback on report and action plan from interviewees	Mel Beck via SOS Polonia	Oct 2025