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Patient  
and Carer  
Advisory  
Group  
(PCAG)

Patient Information





Are you a patient or a family member, friend or carer of a patient?

Do you have time to help make The Royal Marsden a better place for patients?

As a member of the Patient and Carer Advisory Group (PCAG) you will be part of a voluntary group that supports the hospital by keeping the spotlight on the needs of patients and carers.

Members of PCAG actively reflect the voice of patients and carers in the planning and delivery of care and services. By joining PCAG you will be able to influence proposals for new services, advise how to provide information to patients and their families and friends and identify where improvements could be made. You may join hospital committees and projects that could cover areas such as patient environment surveys, consent for treatment and patient safety. Or you may work with other members on group projects including the collection of views of patients and their carers and families, meeting with other voluntary groups and identifying gaps in services for patients.



Past successes of the group include dedicated on-street car park spaces for patients receiving treatment in Chelsea, reduction of chemotherapy waiting times and the appointment of a psychosexual therapist.

The group meets every two months to discuss current issues and consider what might need to be brought to the attention of hospital management. Members also receive updates from staff at these meetings, particularly on matters that have been raised by the group. It is your choice how involved you become, doing as much or as little as you like and this may vary over time. There is no obligation to attend meetings, alternatively you may choose to contribute by telephone, e-mail or letter.

PCAG is informal and relaxed and all are welcome to join. All you need is experience of The Royal Marsden either as a patient or a family member or friend of a patient.

PCAG is a key and valued voice of the patient and carer community at The Royal Marsden and plays an integral part in the continuing improvement of care and services provided by the hospital.

## Listening Post

The Listening Post is a series of informal sessions where PCAG members collect the suggestions, comments and observations of patients and their carers, friends and family in order to help improve the experience of patients at The Royal Marsden. The sessions are held by members of PCAG and take place in a variety of locations at the Trust.



Listening  
Post



## Useful contacts

More information about the Patient and Carer Advisory Group, including the notes of its meetings, is available on The Royal Marsden's website

**[www.royalmarsden.nhs.uk/getting-involved/patient-and-carer-advisory-group](http://www.royalmarsden.nhs.uk/getting-involved/patient-and-carer-advisory-group)**

If you would like to join the group or to talk to a member of PCAG to find out more please contact Craig Mortimer in the Quality Assurance Team on 020 7808 2176 or by e-mail at

[qualityassurance@rmh.nhs.uk](mailto:qualityassurance@rmh.nhs.uk)

## References

This leaflet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this leaflet are available on request from:

The Royal Marsden Help Centre

Freephone: 0800 783 7176

Email: [patientcentre@rmh.nhs.uk](mailto:patientcentre@rmh.nhs.uk)

No conflicts of interest were declared in the production of this leaflet.

Should you require information in an alternative format, please contact The Royal Marsden Help Centre.



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[royalmarsden.org](http://royalmarsden.org)

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