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# Patient stories

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## Patient Information





## We'd love to hear your story!

Please share your journey with representatives from The Royal Marsden NHS Foundation Trust.

Every patient has a unique experience, and your story can help us understand what truly makes a difference in care. By sharing your experience, in your own words, you give us valuable insights into what was meaningful to you, what felt right, and where we can improve.

Your story might be about you, or someone close to you. You can say what happened, what was good, and what could have been better.

Whether your experience was positive or challenging, your perspective helps us shape a better future for all who seek care. We respect what you share, and we are committed to learning from it to improve our services.

Your personal experience can make a real difference, and we truly appreciate your time.

## Why do we capture patient stories?

Patient stories bring real experiences to life, helping us see care through your eyes. By sharing your journey, you give us a deeper understanding of what matters.

These first-hand accounts allow us to step into your shoes, ensuring that every improvement we can adopt is guided by real voices, real feelings, and real change.

## We are here to listen – on your terms

- **You decide how to tell your story.** Whether it's through written words, video, pictures or audio; we will ensure the format reflects what feels right for you. You can send your story directly to the Patient Experience team or you can contact the Patient Experience team who will work with you to tell your story.

- **Every experience matters.** If you need support to tell your story we will work with you to ensure your experience is heard, this could include support from eg a relative or carer, a translator or a speech and language therapist. Let us know how we can help you to share your story.
- **Sharing with purpose, always with respect.** Your insights may be shared with staff across the Trust eg at operational meetings or as reflective learning, but your privacy remains our priority. You can choose to remain anonymous in all discussions and reports. You will not be asked to meet staff or attend meetings unless you choose to do so.
- **Support when you need it.** If, at any point, recording or sharing your story feels overwhelming, you can pause, take a break, or ask us to continue another time – we will always follow your lead. If telling your story is difficult or distressing, we will ensure you have access to support. The person working with you will discuss this with you and arrange help from the Trust if needed.
- **Your voice, your words.** Before sharing your story with staff, we will check with you to ensure it truly represents your experience. If you wish to change it, we will make those changes at any time.
- **Your privacy is our priority.** We will not reveal any personal details without your permission (unless safeguarding or safety concerns require immediate action). You can also choose an alias to maintain anonymity.

## Your safety is our priority

Sometimes, a shared experience may highlight a situation that could put you or others at risk. If your story reveals something unsafe within our services that could affect patients or staff, we will act immediately to ensure safety.

Any details shared will be handled with care and only disclosed as necessary to address the concern and protect those involved. In such cases, we will notify our Safeguarding Lead, who will carefully assess the situation to determine the appropriate steps.

Most importantly, sharing your story will never impact any current or future treatment you receive at the Trust. You are safe with us, and your voice helps us create a safer, better healthcare experience for everyone.

## **Your story, your choice**

We understand that sharing your experience is deeply personal, and we want you to feel in control. Your story will be stored by our Patient Experience team, separate from your medical records.

At any time, now or in the future, you can ask us to stop sharing your story. If you change your mind, simply reach out using the contact details below, and we will respect your wishes.

## **Who should I contact if I would like to take part or have further questions?**

You can send your story directly to the Patient Experience team (via email, letter, video or audio recording) or you can contact the Patient Experience team who will work with you to tell your story.

This is a general guide, for more information please contact:

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

Tel          020 7808 2703

Address

Patient Experience Manager  
Patient Safety & Clinical Assurance department  
The Royal Marsden NHS Foundation Trust  
Fulham Road  
London  
SW3 6JJ

Thank you for taking the time to share your experience with The Royal Marsden NHS Foundation Trust. Your story helps us learn, improve, and continue providing compassionate care.

Please keep this leaflet for future reference and know that your voice makes a difference.

## Notes and questions

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## References

This booklet is evidence based wherever the appropriate evidence is available.

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

The Royal Marsden Help Centre

Telephone: Chelsea 020 7811 8438 / 020 7808 2083

Sutton 020 8661 3759 / 3951

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

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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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