



Cancer care in the UK: Chinese (Hong Kong)

英國的癌症護理

本資訊涉及癌症護理和英國的醫療保健系統，以及向哪些機構尋求幫助和支援。

要瞭解英國的醫療保健系統能提供哪些服務可能並不容易。本頁向解釋您的權利以及如何獲得癌症和其他疾病的醫療保健。

若您對本資訊有任何疑問，請查詢您正在接受治療的醫院的醫生或護士。

您也可於每日上午 8 時至晚上 8 時，致電麥克米倫癌症援助機構 (Macmillan Cancer Support)，電話：**0808 808 0000**。我們有傳譯員，所以您可以使用您自己的母語與我們溝通。當您致電我們時，請以英文告訴我們您所需要的語言。

如果您想以其他語言進一步瞭解癌症，請瀏覽 [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

本資訊主要介紹：

- 英國的醫療保健系統
- 如果您使用其他語言
- 英國的癌症護理
- 作為英國國民醫療保健服務系統（NHS）病人的權利
- 幫助您的團隊瞭解您的文化或背景
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英國的醫療保健系統

英國的大部分醫療保健服務由國民醫療保健服務系統（NHS）提供。NHS 包括

全科醫生和社區護理

GP（全科醫生）是治療一般健康狀況的醫生。全科醫生通常在當地中心工作。在英語中，這類中心有不同的名稱。可稱為GP practice、GP surgery或medical centre。該中心通常是您在醫療保健方面的第一個主要接觸點。他們與地區護士和紓緩護理團隊等其他社區服務機構密切合作。

您的全科醫生和其他社區服務機構會治療和管理許多健康問題。如果您需要專科治療，他們可以為您安排。這就是所謂的轉介服務。

緊急及急症護理

包括：

- 如果您撥打 999，您可以獲得危及生命的緊急幫助
- 在意外和急症室（A&E）或其他緊急護理中心（如無需預約中心或輕傷病房）接受護理
- 如果您撥打 111（在英格蘭、蘇格蘭或威爾斯），可獲得有關緊急健康問題的建議。

專科護理

對於某些健康狀況，您可能需要接受過專科培訓的專業醫護人員為您提供建議或治療。住院接受專科治療稱為住院護理。在診所或家中接受專科治療，稱為門診護理。

藥劑師

藥劑師提供藥物並提供有關服藥的建議。他們還可能提供一些醫療建議。

牙科護理

牙醫幫助護理您的牙齒、牙齦和口腔的其他部位。

眼睛護理

驗光師幫助檢測視力。他們能為您驗配眼鏡和隱形眼鏡。他們也會為一些眼睛健康問題（如眼睛感染）提供治療和建議。

在英國，有些醫療服務是私人提供的。私人醫療保健由獨立公司提供，獨立於國民醫療保健服務系統。您可以自行付費或使用醫療保險。

英國的醫療保健服務因居住地而異。這可能會讓人感到有些困惑。難以瞭解您所在地區有哪些醫療服務以及您應該獲得哪些服務。

如果您對自己的護理或所在地區的服務有疑問，請向您的全科醫生或醫療團隊的其他人員查詢。您的醫療保健團隊包括照顧您的醫生、護士或其他專業醫護人員。他們會幫助您找到所需的護理和支援。

NHS 醫療保健是免費的嗎？

一些 NHS 服務是免費向所有人提供。您永遠都無需為以下服務支付任何費用：

- 如果您撥打 999，您可獲得危及生命的緊急幫助。
- 如果您撥打 111（在英格蘭、蘇格蘭或威爾斯），您可獲得有關緊急健康問題的建議。
- 在意外和急症室（A&E）、無需預約中心或輕傷病房或緊急護理中心接受護理
- 某些類型的感染和性傳染病的檢測和治療。
- 避孕服務。
- 治療因酷刑、女性生殖器切割、家庭暴力或性暴力造成的疾病。
- 處方藥物（如果您居住在蘇格蘭）。

如果您通常居住在英國並且法律允許您在這裡居住，大多數其他 NHS 服務都是免費的。這稱為普通居民。如果您是難民或正在英國申請庇護，NHS 醫療保健也是免費的。

您可能仍需要支付某些 NHS 服務的費用，例如牙科護理和眼睛護理。在英國，在某些情況下，您可能需要支付處方藥物的費用。如果您無法支付這些費用，您也許可以獲得醫療費用方面的幫助。

我需要支付哪些 NHS 服務費用？

大多數人必須支付牙科護理和眼睛護理的費用。在英國，在某些情況下，您可能需要支付處方藥物的費用。如果您無法支付這些費用，您也許可以獲得醫療費用方面的幫助。

在英國旅遊的遊客的醫療保健費用

如果您通常不居住在英國，或者您是海外訪客，您可能需要支付英國的 NHS 醫療保健費用。

如果您符合以下條件，您可以像普通居民一樣獲得免費的 NHS 醫療保健服務：

- 尋求庇護的難民或現代奴隸制度或人口販運的受害者
- 已支付移民醫療附加費。

除非情況緊急，否則其他訪客可能需要支付 NHS 醫療保健費用。

有關難民和尋求庇護人士的醫療保健的更多資訊，請參閱我們的「難民和尋求庇護人士的醫療保健」資料單張，網址為：[macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

我如何預約全科醫生？

要預約全科醫生看診，您需要在全科醫生診所登記。您選擇全科醫生診所並聯絡他們完成登手續。

您必須在全科醫生診所登記。這是您的醫療保健服務的主要聯絡人。該執業醫生瞭解可向您提供的服務以及這些服務在您所在地區的運作方式。如果您需要測試或專科服務，診所可以安排預約這些服務。

如果您使用其他語言

NHS 會提供：

- **您所選語言的專業傳譯員** - 傳譯員會翻譯您的醫生向您說的所有說話，以及您想說的所有說話。如果您需要傳譯員，請盡快告訴您的全科醫生診所或醫院。NHS 只會使用專業的傳譯員，而不是您的家人或朋友。這樣，您的家人就可以專注於在那裡陪伴您和協作您作出決定。這樣，也可以減少在獲得重要資訊時出現錯誤的風險。
- **健康資訊的譯文版本** - 您的醫療團隊應以您能理解的語言和格式向您提供有關健康和護理服務的書面資訊。

這些服務在 NHS 中是免費的。

英國的癌症護理

在英國，癌症護理由專業醫護人員所組成的專業團隊管理。如果您正接受癌症治療，您不太可能會見到團隊中的每一個人。但是，不同的專業醫護人員都會幫助您規劃所需的護理。

您的醫療團隊中應該有一個主要聯絡人。他們可能被稱為您的關鍵工作人員，通常是一名專科護士。您將獲得他們的姓名和聯絡資料。如果您有疑問或需要建議，他們可以提供幫助。

該團隊是常駐在醫院中。他們為住院和門診病人提供護理。

您通常會定期與團隊中負責為您提供護理的其中 1 或 2 人會面。您與誰會面可能取決於您需要的治療類型。

例如，您可能會與以下的一些人會面：

- **外科醫生** – 進行手術（外科）的醫生。
- **腫瘤科醫生** – 治療癌症患者的醫生。
- **血液科醫生** – 診斷和治療血液疾病和癌症的醫生。
- **放射治療師** – 計劃和提供放射治療並在放射治療期間為患者提供支援的人。
- **臨床專科護士（CNS）** — 在治療期間為您提供癌症相關資訊和支援的護士。

您通常還會獲得其他服務的幫助。這可能取決於您在不同時間所需的支援。例如，如果癌症導致行走（行動）困難，您的全科醫生、癌症醫生或專科護士可能會將您轉介物理治療師。物理治療師會為您提供運動和行動方面的建議。或者，如果您患有可以治療但無法治愈的癌症，他們可能會將您轉介紓緩護理團隊，以獲得更多支援。紓緩護理團隊幫助控制症狀和進行臨終護理。

我們在「如果您被診斷患有癌症」的概況說明書中提供了更多有關癌症護理的資訊。請瀏覽：[macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

作為英國國民醫療保健服務系統 (NHS) 病人的權利

接受癌症治療可能會令人感到不知所措和困惑。瞭解您的癌症護理和 NHS 工作人員能提供甚麼支援會有所幫助。

NHS 公平、平等地向每一個人提供服務。如果您所在的英國地區無法提供您所需的治療，NHS 可以安排您在其他地方接受治療。您不應該因為以下原因而受到不公平或較差的待遇：

- 年齡
- 殘疾
- 性別
- 性取向
- 變性
- 婚姻或民事伴侶關係
- 懷孕
- 種族
- 宗教或信仰。

NHS 護理應對每一個人提供適合的服務

您的 NHS 醫療保健團隊應為您提供符合您需要的護理、支援和相關資訊。團隊應考慮甚麼對您來說是重要的，例如您的：

- 喜好
- 文化
- 信仰
- 價值觀

醫護人員應將您視為獨立個體，尊重您的私隱和尊嚴。比如，詢問您希望別人叫您甚麼名字。這也意味著在進行身體檢查時保護您私隱。如果您覺得某件事情令人尷尬或難受，請告訴醫生或護士，這樣他們就能透過可讓您感到更舒服的方式做該事情。

您的團隊應該會邀請您參與有關您醫療保健的計劃和決策。他們應為您提供所需的資訊和支援。您有權接受或拒絕向您提供的治療。

您的團隊應以適合您的方式與您溝通。他們應以您能獲得和理解的方式向您提供所需的資訊。例如：

- **用您能理解的語言提供資訊**
- **以你需要的格式提供資訊** -- 這可能是指音訊、盲人凸字、容易閱讀、大字體、電子郵件或短訊等格式
- **幫助您和您的團隊進行溝通的支援** -- 這可能是英國手語 (BSL) 或其他語言的傳譯服務，或者在您有額外需求時為您提供方便。這可能包括依靠讀唇術、使用助聽器或需要一個有較少刺激的環境。

NHS 護理應盡可能安全和有效

您的 NHS 醫療團隊會仔細規劃您的治療。為您提供治療的人員應具備適當的技能和培訓。您接受護理的地點應該是安全且合適的。

NHS 應在正確的時間提供護理

NHS 的目標是在某個時間範圍內提供治療。他們的目標是盡快評估、診斷和治療癌症患者或疑似癌症患者。

NHS 應保證關於您的資訊安全

NHS 在您的醫療或健康記錄中收集並保存有關您的資訊。他們使用這些資訊為您提供安全和有效的護理。

NHS 有嚴格的規定，以確保他們會保護您的資訊安全、可靠和保密。您可以要求 NHS 提供關於您的任何資訊。

幫助您的團隊瞭解您的文化或背景

為了向您提供最好的護理和治療，您的醫療團隊應該：

- 嘗試瞭解可能會影響您對治療和護理作出決定的任何因素
- 確保您不會處於不利地位，無論您的種族或文化
- 確保您的文化或語言不會妨礙您與癌症治療團隊之間的良好溝通和理解。

您的文化或背景可能會影響您對治療或護理的感受。

有時，我們會根據自己對他人的瞭解對他人作出假設。這些想法或偏見會阻止我們傾聽對方的真實想法或需求。例如，專業醫護人員可能會根據他們對您的宗教信仰的認識而假設您希望得到某種方式的治療。

這些想法或偏見會阻礙他們瞭解您的真實想法或需求。

如果您的醫護團隊沒有考慮到您的需要，您可以採取以下行動：

- 如果您感到安全和放心，可與團隊中的某人交談。有時他們可能沒有意識到存在問題。為這種情況提供回饋意見可能會幫助您的團隊糾正錯誤。
- 向您信任的人解釋正在發生的事情。您可能會得到您身邊的人或您熟悉的醫護人員的援助。您也可以與癌症支援團體或我們的網上社區的人交談。有時，與理解您或與您情況相似的人交談會很有幫助。
- 回饋意見或投訴如果您不想暴露身份，可以在不透露姓名的情況下提出回饋意見和投訴。

有關癌症治療的問題

我可以選擇接受癌症治療的地方嗎？

您可以選擇在哪裡接受 NHS 和私人醫療服務，以及您使用或被轉介到哪些服務。但是可能只有某些醫院提供癌症治療。

在英國的每個地區，您可以選擇的方案可能都不同。這些選擇還可能取決於 NHS 在該地區的撥款方式。您的全科醫生、癌症醫生或護士可以為您提供更多有關這方面的資訊。

如果您要求被轉介到特定的醫院或癌症專科醫生，這可能會影響您等待預約看診的時間。您可能需要等待更長時間才能預約專科醫生或開始癌症治療。

我可以選擇接受何種癌症治療嗎？

您和您的醫療團隊將共同作出有關癌症治療的決定。除非您同意，否則他們不會為您提供治療。這稱為給予知情同意。

您的團隊會根據您的情況提供他們認為最好的治療。即是，採用可用的最有效和最少傷害的治療。

如果您不同意向您提供的治療方案，請告訴您的醫療團隊原因。請您的醫療團隊再次向您解釋提供這些治療的原因。

治療決定通常很複雜，並根據多種因素，包括您可能患有的其他疾病。您和您的醫療團隊必須瞭解所有這些因素。仔細、清楚地討論這些因素可以幫助您和醫療團隊找到適合您的治療方案。

如果您無法或不想對治療作出決定，醫療團隊應該邀請您的親人一起參與作出決定。這可能是您的家人或朋友。

我可以獲得第二意見嗎？

第二意見是指詢問不同的全科醫生或癌症醫生是否同意您的診斷或治療。診斷是指找出您是否患有某種疾病。第二意見通常涉及去不同的醫院或全科醫生診所。最重要的是要考慮獲得第二意見可能帶來的好處和壞處。與您的團隊討論這可能對您的健康產生的影響。

您可以要求您的癌症醫生為您推薦第二意見。NHS 不需要提供第二意見。但您有權要求第二意見，大多數醫生都樂意為您轉介。

我可以投訴我的醫療保健服務嗎？

很多人對專業醫護人員提供的治療和護理感到滿意。但有時會發生錯誤，或者出錯。如果您對自己所接受的治療不滿意，您有權投訴。

通常最好與所涉及的專業醫護人員交談。但您也可以與醫療團隊中的其他人交談。

如果您決定提出正式投訴，請瞭解投訴程序。在英國的不同地區都有不同的投訴程序。請向您的醫療保健提供者索取投訴流程的副本。或者您通常可以在網上找到相關資訊。

獲得合適的護理和援助

如果您患有癌症並且不會說英語，您可能會擔心會影響您的癌症治療和護理。但是您的醫療團隊應該可以為您提供能滿足您需要的護理、援助和資訊。

我們知道，有時尋找合適的援助可能會面對額外的困難。例如，如果您有工作或家庭，可能很難抽出時間到醫院出席預約覆診。您可能還會擔心金錢和交通費。所有這些事情都會讓人感到壓力和難以應對。

我們還向癌症患者提供麥克米倫 (Macmillan) 資助金。這是一次性的款項，可用於支付醫院停車費、交通費、托兒或暖氣費等費用。

我們的免費援助熱線 **0808 808 00 00** 可以用您的語言就您的情況提供建議。您可以與護士、經濟援助顧問、福利權益顧問和工作援助顧問交談。

麥克米倫 (Macmillan) 能夠如何幫助您

在麥克米倫 (Macmillan) ，我們知道癌症確診後會如何影響您的各方面生活，我們隨時為您提供援助。

麥克米倫援助熱線 (Macmillan Support Line)

我們有傳譯員，所以您可以使用您的語言與我們溝通。您只需用英語告訴我們您希望使用哪種語言即可。我們可以幫助您解決醫療問題，為您提供有關經濟援助的資訊，或者在您想要與人交談的時候聆聽您的意見。熱線服務時間為每星期七天，每日上午 8 時至晚上 8 時。您可致電 **0808 808 00 00** 聯絡我們。

麥克米倫 (Macmillan) 網站

我們的網站有很多關於癌症的英文資訊。該網站還有更多以其他語言編寫的資訊：
macmillan.org.uk/translations

我們亦可以為您安排翻譯。請發電子郵件至：

cancerinformationteam@macmillan.org.uk，告訴我們您需要的資訊。

資訊中心

我們的資訊和援助中心設在醫院、圖書館和流動中心。您可以前往任何一個中心，獲取您需要的資訊並與工作人員面對面交談。您可以瀏覽

macmillan.org.uk/informationcentres 查找離您最近的中心或致電 0808 808 00 00 聯絡我們。

本地支援團體

您可以在支援團體中與其他受癌症影響的人交流。您可以瀏覽

macmillan.org.uk/supportgroups 查找您附近的支援團體或致電 0808 808 00 00 聯絡我們。

麥克米倫 (Macmillan) 網上社群您亦可以瀏覽 macmillan.org.uk/community 與其他受癌症影響的人士交流。不論是白天還是夜晚，您都可以隨時使用該服務。您可以分享您的經驗、提出問題，或者只是閱讀其他人的帖子。

更多繁體中文資訊

我們提供更多有關下列主題的繁體中文資訊：

應對癌症

- 癌症與新冠病毒
- 英國的癌症護理
- 如果您患有癌症，可申請的福利
- 飲食問題與癌症
- 生命的終結
- 難民和尋求庇護人士的醫療保健
- 健康飲食
- 患癌時獲得費用幫助
- 若您被診斷患有癌症
- LGBTQ+ 人士與癌症
- 敗血症和癌症

- 癌症治療的副作用
- 疲倦（疲勞）與癌症

癌症類型

- 乳癌
- 子宮頸癌
- 大腸癌
- 肺癌
- 前列腺癌

治療

- 化療
- 放射治療
- 手術

若想查看相關資訊，請瀏覽 [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

參考文獻與致謝

本資訊由麥克米倫癌症援助機構 (Macmillan Cancer Support) 癌症資訊開發團隊編寫和編輯。由翻譯公司提供繁體中文的翻譯版本。

所包含的資訊都是根據我們網站上以英文提供的治療決定內容。

本資訊已由相關專家審閱，並得到麥克米倫臨床專家中心成員的批准。

同時感謝審閱本資訊的癌症患者。

我們所有資訊的依據都是來自最佳的證據。欲瞭解我們所用資源的更多資訊，請透過 cancerinformationteam@macmillan.org.uk 聯絡我們。

內容審閱日期：2023 年 預定下次審閱日期：2026 年

MAC19722_Chinese (Hong Kong)

我們盡一切努力確保我們提供的資訊是準確和最新的，但您不應該依賴這些資訊來替代針對您的情況的專業建議。在法律允許的範圍內，Macmillan 不承擔與使用本出版物中的任何資訊或其中包含或提及的第三方資訊或網站相關的責任。

我們希望這些資訊對您有幫助。若您有任何疑問，我們可使用中文在電話中提供資訊和支援。我們的服務是免費的。您只需致電：0808 808 00 00 (週一至週五，上午 9 時至晚上 8 時)，並以英語說出您選定的語言。

© 2023 麥克米倫癌症援助機構 (Macmillan Cancer Support)。於英格蘭和威爾斯 (261017)、蘇格蘭 (SC039907) 和馬恩島 (604) 註冊的慈善機構。同時也在北愛爾蘭經營。註冊登記地址：89 Albert Embankment · London SE1 7UQ。



Cancer care in the UK

This information is about cancer care and the UK healthcare system, and where to get help and support.

It can be difficult to know what to expect from the healthcare system in the UK. This page explains your rights and how to access healthcare for cancer and other conditions.

If you have any questions about this information, ask your doctor or nurse at the hospital where you are having treatment.

You can also call Macmillan Cancer Support on **0808 808 00 00**, 7 days a week, 8am to 8pm. We have interpreters, so you can speak to us in your own language. When you call us, please tell us in English which language you need.

There is more cancer information in other languages at [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

This information is about:

- The UK healthcare system
- If you use another language
- Cancer care in the UK
- Your rights as an NHS patient in the UK
- Helping your team understand your culture or background
- Can I choose where I have cancer treatment?
- Can I choose what cancer treatment I have?
- Can I get a second opinion?
- Can I complain about my healthcare?
- How Macmillan can help you
- More information in your language
- References and thanks

The UK healthcare system

Most healthcare in the UK is provided by the National Health Service (NHS). The NHS includes:

GP and community-based care

A GP (General Practitioner) is a doctor who treats general health conditions. GPs usually work in a local centre. In English, this type of centre can have different names. It may be called a [GP practice], [GP surgery] or [medical centre]. This centre is often your first and main point of contact for healthcare. They work closely with other community-based services such as district nurses and palliative care teams.

Your GP and other community-based services treat and manage many health problems. If you need more specialised treatment, they can arrange this for you. This is called making a referral.

Urgent and emergency care

This includes:

- emergency help for life-threatening conditions if you phone 999
- care at an accident and emergency (A&E) department, or other urgent care centre such as a walk-in centre or minor injuries unit
- advice about urgent health problems if you call 111 (in England, Scotland or Wales).

Specialist care

For some health conditions, you may need advice or treatment from a healthcare professional with specialist training. When you stay in hospital for specialist treatment, this is called inpatient care. When you have specialist treatment at a clinic, or at home, this is called outpatient care.

Pharmacists

Pharmacists give out medicines and give advice about taking medicines. They may also give some medical advice.

Dental care

Dentists help look after your teeth, gums and other parts of the mouth.

Eye care

Optometrists help test eyesight. They prescribe and fit glasses and contact lenses. They give treatment and advice for some eye health problems, such as eye infections.

Some healthcare in the UK is available privately. Private healthcare is provided by independent companies and is separate to the NHS. You may pay for it yourself, or using medical insurance.

Healthcare services in the UK can vary depending on where you live. This can be confusing. It can be difficult to know what is available in your area and what you should be offered.

If you have questions about your care or the services in your area, ask your GP, or someone else in your healthcare team to explain. Your healthcare team includes any doctors, nurses or other healthcare professionals that look after you. They are there to help you find the care and support you need.

Is NHS healthcare free?

Some NHS services are always free to everyone. You never pay for:

- Emergency help for life-threatening conditions if you phone 999.
- Advice about urgent health problems if you phone 111 (in England, Scotland or Wales).
- Care at an accident and emergency (A&E) department, walk-in centre, minor injuries unit or urgent care centre.
- Testing and treatment for some types of infections and sexually transmitted diseases.
- Contraception services.
- Treatment for conditions caused by torture, female genital mutilation, and domestic or sexual violence.
- Prescriptions, if you live in Scotland.

Most other NHS services are free of charge if you usually live in the UK and are legally allowed to live here. This is called being an ordinary resident. NHS healthcare is also free if you are a refugee or applying for asylum in the UK.

You may still pay for some NHS services, such as dental care and eye care. And in England, you may have to pay for prescriptions in some situations. If you cannot pay for these, you may be able to get help with healthcare costs.

What NHS services do I need to pay for?

Most people have to pay for dental care and eye care. And in England, you may have to pay for prescriptions in some situations. If you cannot pay for these, you may be able to get help with healthcare costs.

Healthcare costs for visitors to the UK

If you do not usually live in the UK or you are visiting from overseas, you may have to pay for NHS healthcare in the UK.

You can have free NHS healthcare in the same way as an ordinary resident if you:

- are a refugee, seeking asylum or a victim of modern slavery or human trafficking
- have paid the immigration health surcharge.

Other visitors may have to pay for NHS healthcare unless it is urgent.

For more information about healthcare for refugees and people seeking asylum see our 'Healthcare for refugees and people seeking asylum' fact sheet at [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

How do I get a GP appointment?

To get a GP appointment, you need to register with a GP practice. You choose the GP practice and contact them to do this.

It is important to register with a GP practice. This is your main point of contact for healthcare services. The practice understands what services are available and how these work in your area. If you need tests or specialist services, the practice can arrange these appointments.

If you use another language

The NHS should offer:

- **A professional interpreter in the language you choose** - Interpreters translate everything your doctor says to you, and everything you want to say back. If you would like an interpreter, tell your GP practice or hospital as soon as possible. The NHS should always use professional interpreters, rather than your family or friends. This means your family can focus on being there to support you to make a decision. It also means there is less risk of getting important information wrong.
- **Translated health information** - Your healthcare team should give you written information about health and care services in a language and format that you understand.

These services are free in the NHS.

Cancer care in the UK

In the UK, cancer care is managed by specialist teams of healthcare professionals. If you are having cancer treatment, you are not likely to meet everyone in the team. But the different healthcare professionals are all there to help plan the care you need.

You should have a main contact person in your healthcare team. They may be called your key worker and they are usually a specialist nurse. You will be given their name and contact details. If you have questions or need advice, they can help.

The team is based at a hospital. They provide care for people in hospital and at outpatient clinics.

You usually have regular appointments with 1 or 2 people from the team who are responsible for your care. Who you meet may depend on the type of treatment you need.

For example, you may meet some of the following people:

- **Surgeon** – a doctor who does operations (surgery).
- **Oncologist** – a doctor who treats people who have cancer.
- **Haematologist** – a doctor who diagnoses and treats blood disorders and cancers.
- **Radiographer** – someone who plans and gives radiotherapy, and supports people during radiotherapy treatment.
- **Clinical nurse specialist (CNS)** – a nurse who gives information about cancer, and support during treatment.

You will often also have help from other services. This can depend on what support you need at different times. For example, if cancer causes walking (mobility) problems, your GP, cancer doctor or specialist nurse may refer you to a physiotherapist. This is someone who gives advice about exercise and mobility. Or, if you have cancer that can be treated but not cured, they may refer you to a palliative care team for more support. Palliative care teams help with symptom control and end-of-life care.

We have more information about cancer care in your language in our fact sheet ‘If you are diagnosed with cancer’. Visit [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

Your rights as an NHS patient in the UK

Being treated for cancer can be overwhelming and confusing. It can help to understand what you can expect from your cancer care and NHS staff.

The NHS should be available fairly and equally to everyone. If the treatment you need is not available in your area of the UK, the NHS may arrange for you to have it elsewhere. You should not be treated unfairly or less well because of your:

- age
- disability
- sex
- sexual orientation
- gender reassignment
- marriage or civil partnership
- pregnancy
- race
- religion or belief.

NHS care should be right for each person

Your NHS healthcare team should offer you care, support and information that meets your needs. The team should consider what is important to you, for example your:

- preferences
- culture
- beliefs
- values.

Healthcare professionals should treat you as an individual and respect your privacy and dignity. This may be as simple as asking what name you want to be called. It also means giving you privacy during physical examinations. If you find a situation embarrassing or distressing, tell the doctor or nurse so they can help to make things more comfortable for you.

Your team should involve you in planning and making decisions about your healthcare. They should give you the information and support you need to do this. You have the right to accept or refuse treatment that is offered to you.

Your team should communicate with you in the way that is right for you. You should be given the information you need in a way that you can access and understand. For example:

- **information in a language you understand**
- **Information in a format that you need** - this might mean in audio, Braille, easy read, large print, email, or text
- **support to help you and your team communicate** - this could be an interpreter for British Sign Language (BSL) or another language, or making things easy if you have additional needs. This might include relying on lip reading, using a hearing aid, or needing a low stimulus environment.

NHS care should be as safe and effective as possible

Your NHS healthcare team plans your treatment carefully. The people who give you treatment should have the right skills and training. The place you are cared for should be safe and suitable.

NHS care should be given at the right time

The NHS aims to give treatment within certain timeframes. They aim to assess, diagnose and treat people with cancer or suspected cancer as quickly as possible.

The NHS should keep information about you safe

The NHS collects and saves information about you in your medical or health record. They use this information to give you safe and effective care.

The NHS has strict rules to ensure they keep your information safe, secure and confidential. You can ask for any information the NHS has about you.

Helping your team understand your culture or background

To give you the best care and treatment, your healthcare team should:

- try to understand anything that might affect your decisions about your treatment and care
- make sure you are not disadvantaged, whatever your ethnicity or culture
- make sure that your culture or language do not prevent good communication and understanding between you and your cancer team.

There may be things to do with your culture or background that affect how you feel about your treatment or care.

Sometimes we make assumptions about other people based on what we think we know about them. These ideas or biases can stop us from hearing what the other person really thinks or wants. For example, a healthcare professional may assume you want to be treated in a certain way based on what they think your religion is. These ideas or biases can stop them from understanding what you really think or want.

If your healthcare team are not considering your needs, you can do the following:

- Talk to someone from your team, if it feels safe and comfortable to do so. Sometimes they may not realise that there is a problem. Giving feedback about this may help your team make things right.
- Explain what is happening to someone you trust. You may get support from someone close to you or a healthcare professional you know well. Or you may want to talk to people in a cancer support group or our Online Community. Sometimes it is helpful to talk to people who understand or are in a similar situation.
- Give feedback or make a complaint. If you do not want to be identified, you can give feedback and complaints without giving your name.

Questions about cancer treatment

Can I choose where I have cancer treatment?

You can make choices about where you go for NHS and private healthcare, and which services you use or are referred to. But cancer treatments may only be available at certain hospitals.

The options you can choose from may be different in each area of the UK. They may also depend on how NHS funding works in that area. Your GP, cancer doctor or nurse can give you more information about this.

If you ask to be referred to a specific hospital or cancer specialist, this may affect how long you wait for an appointment. You may wait longer for an appointment with a specialist or to start cancer treatment.

Can I choose what cancer treatment I have?

Decisions about your cancer treatment are made together with your healthcare team. They will not give you a treatment unless you agree to it. This is called giving your consent.

Your team will offer the treatments it thinks are best in your situation. This means the most effective and least harmful treatments available.

If you disagree with the treatment plan you are offered, tell your healthcare team why this is. Ask your healthcare team to explain again why you have been offered these treatments.

Treatment decisions are often complex and based on several factors, including other medical conditions you may have. It is important for you and your healthcare team to understand all these factors. Talking this through carefully and clearly may help you and your healthcare team find a treatment plan that works for you.

If you are not able to make decisions about your treatment, or do not want to, the team should involve someone close to you. This might be members of your family or friends.

Can I get a second opinion?

A second opinion means asking a different GP or cancer doctor whether they agree with your diagnosis or treatment. A diagnosis means finding out if you have an illness or not. A second opinion usually involves going to a different hospital or GP surgery. It is important to think about the possible benefits and disadvantages of getting a second opinion. Talk to your team about how it might affect your wellbeing.

You can ask your cancer doctor to refer you for a second opinion. The NHS does not have to provide a second opinion. But you have the right to ask for one and most doctors will be happy to refer you.

Can I complain about my healthcare?

Many people are happy with the treatment and care they get from healthcare professionals. But sometimes mistakes happen, or things go wrong. If you are unhappy about the treatment you have received, you have the right to complain.

It is usually best to speak to the healthcare professional involved. But you can also speak to someone else in the healthcare team.

If you decide to make a formal complaint, find out about the complaints procedure. This is different in different areas of the UK. Ask your healthcare provider for a copy of the process. Or you can usually find information online.

Getting the right care and support for you

If you have cancer and do not speak English, you may be worried that this will affect your cancer treatment and care. But your healthcare team should offer you care, support and information that meets your needs.

We know that sometimes people may face extra challenges in getting the right support. For example, if you work or have a family it can be hard to find time to go to hospital appointments. You might also have worries about money and transport costs. All of this can be stressful and hard to cope with.

We also offer Macmillan Grants to people with cancer. These are one-off payments that can be used for things like hospital parking, travel costs, childcare or heating bills.

Our free support line **0808 808 00 00** can offer advice, in your language, about your situation. You can speak to nurses, financial guides, welfare rights advisers and work support advisers.

How Macmillan can help you

At Macmillan, we know how a cancer diagnosis can affect everything, and we are here to support you.

Macmillan Support Line

We have interpreters, so you can speak to us in your language. Just tell us, in English, the language you want to use. We can help with medical questions, give you information about financial support, or be there to listen if you need someone to talk to. The free, confidential phone line is open 7 days a week, 8am to 8pm. Call us on **0808 808 00 00**.

Macmillan website

Our website has lots of information in English about cancer. There is also more information in other languages at [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

We can also arrange translations just for you. Email us at cancerinformationteam@macmillan.org.uk to tell us what you need.

Information centres

Our information and support centres are based in hospitals, libraries and mobile centres. Visit one to get the information you need and speak with someone face to face. Find your nearest centre at [macmillan.org.uk/informationcentres](https://www.macmillan.org.uk/informationcentres) or call us on **0808 808 00 00**.

Local support groups

At a support group, you can talk to other people affected by cancer. Find out about support groups in your area at [macmillan.org.uk/supportgroups](https://www.macmillan.org.uk/supportgroups) or call us on **0808 808 00 00**.

Macmillan Online Community

You can also talk to other people affected by cancer online at [macmillan.org.uk/community](https://www.macmillan.org.uk/community) You can access it at any time of day or night. You can share your experiences, ask questions, or just read through people's posts.

More information in your language

We have information in your language about these topics:

Coping with cancer

- Cancer and coronavirus
- Cancer care in the UK
- Claiming benefits when you have cancer
- Eating problems and cancer
- End of life
- Healthcare for refugees and people seeking asylum
- Healthy eating
- Help with costs when you have cancer
- If you are diagnosed with cancer
- LGBTQ+ people and cancer
- Sepsis and cancer

- Side effects of cancer treatment
- Tiredness (fatigue) and cancer

Types of cancer

- Breast cancer
- Cervical cancer
- Large bowel cancer
- Lung cancer
- Prostate cancer

Treatments

- Chemotherapy
- Radiotherapy
- Surgery

To see this information, go to [macmillan.org.uk/translations](https://www.macmillan.org.uk/translations)

References and thanks

This information has been written and edited by Macmillan Cancer Support's Cancer Information Development team. It has been translated into this language by a translation company.

The information included is based on our treatment decisions content available in English on our website.

This information has been reviewed by relevant experts and approved by members of Macmillan's Centre of Clinical Expertise.

Thanks also to the people affected by cancer who reviewed this information.

All our information is based on the best evidence available. For more information about the sources we use, please contact us at cancerinformationteam@macmillan.org.uk

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We make every effort to ensure that the information we provide is accurate and up to date but it should not be relied upon as a substitute for specialist professional advice tailored to your situation. So far as is permitted by law, Macmillan does not accept liability in relation to the use of any information contained in this publication or third-party information or websites included or referred to in it.

We hope you find this information helpful. If you have any questions, we can give you information and support by telephone in your language. Our services are free. Just call us on **0808 808 00 00** (Monday-Friday, 9am to 8pm) and ask in English for your preferred language.

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