

# How to **build quality** patient-professional **relationships**



Tips produced by people with experience of lung cancer to help improve communication and trust between healthcare professionals and patients.

## What healthcare professionals can do

1. Get to know us as individuals; our experiences are not the same.
2. Treat us with respect, warmth and care.
3. Communicate with us clearly and consistently (verbal and written).
4. Give us the information we need at the level we want it.
5. Tell us about the best and most recent treatments available.
6. Discuss our options with us and treat us as an equal partner in decision making.
7. Be positive and offer us hope even when our options are limited.
8. Recognise that we are the experts in living with lung cancer every day.
9. Be aware that our family members may have different information needs to us.
10. Do not blame us for having this disease and help us overcome lung cancer stigma.

## What patients can do

1. Remember you have the right to be respected as a person and not viewed as a medical case.
2. Prepare for your appointments, for example plan your questions in advance.
3. Be honest when discussing your day to day experiences of lung cancer.
4. Ask questions about what you need to know; there are no stupid questions about cancer.
5. Ask for further clarification if you do not understand.
6. Ask for advice on what to do if you are unsure.
7. Challenge professionals if you want to question something they have told you.
8. Offer support to professionals where you can, for example write to the hospital if there are resource issues to address.