

RESULTS OF THE SCAPE 2023-2024 SURVEY

Results of the evaluation of care received in 2023 by people with cancer across the three linguistic regions of Switzerland. A big THANK YOU to the participants!




9/10
Average rating of
overall care

7,844 people responded

49% response rate


92% 

found that the length of time between the prescription of a diagnostic test and its completion was **about right**



41% 


were unaware that they could bring a family member or friend with them when they were told they had cancer or were told by **phone or letter**



The surgeon who diagnosed my cancer informed me over the phone! A serious lack of tact. I should have been told during an appointment at their office.

38% 

did not receive **written information** about their type of cancer or found the information difficult to understand



84% 

received explanations of the possible **treatment options**



43% 

did not receive sufficient information on the **side effects** that could occur **later**



Tells us about the long-term effects! (fatigue) Wanting to return to work too soon at 100%, I learned the hard way and had to reduce my workload again, without financial support.

36% 

did not receive sufficient **practical advice** and **support** to cope with the **side effects** of **hormone therapy**



- 25% for surgery
- 24% for immunotherapy
- 23% for targeted therapy
- 22% for chemotherapy
- 22% for radiotherapy

I felt alone and neglected when I experienced side effects more severe than nausea and fatigue. The oncologist seemed at a loss. Having to knock on multiple doors when you're not feeling well is anything but easy.

Start of the cancer

care pathway

DIAGNOSIS

TREATMENT DECISIONS

TREATMENTS



Access detailed results



www.scape-enquete.ch

Infographic created in collaboration with 3 patient partners

93%

felt they had been treated with respect and dignity

I was cared for by professionals with great respect and empathy.

37%

did not always find staff to talk to about their worries and fears

The human contact from doctors needs improvement. They don't seem to be aware of the emotional tsunami triggered by a cancer diagnosis, and downplay the patient's concerns. It's a very difficult time to go through.

87%

thought that the different people treating and caring for them worked well together

91%

have always received understandable answers from the nurses of the nursing consultation

The nurses were very kind and competent. Always available to offer advice (on-site or by phone).

56%

did not receive a care plan (a document outlining the needs and goals for cancer care)

44%

did not receive enough practical advice/support to deal with the long-term effects of cancer or treatments

33%

felt that their family or friends were not given enough information to help care for them at home

36%

did not receive enough care and support from health or social services at home

I went home alone, without any home care support. This was not offered to me. I hit rock bottom.

33%

had depressive symptoms in the past month

I would have liked to have psychological support.

32%

made financial sacrifices because of cancer

47%

did not receive information on how to get financial help or other benefits available

Reassure the patient through a specialist about the different methods of financial help and support they may have in case they lose their job or receive a reduced salary during their illness. The patient needs reassurance for the sake of their treatment too.

HOSPITALIZATION AND COORDINATION

FOLLOW-UP AND SUPPORT



PARTICIPATING ONCOLOGY CENTERS

