

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 12 October 2026
Title:	Patient Experience: Patient A's Story – Cancer Prehabilitation
Responsible Director:	Lynne McNiven, Director of Public Health
Report Author:	Stephanie Frearson, Interim QI Lead, Patient Experience

1. Purpose

This is presented to the Board for:

- Discussion

This paper relates to:

- Government policy/directive
- Local policy

This aligns to the following NHS Scotland quality ambition(s):

- Safe
- Effective
- Person Centred

This supports the following Corporate Objectives:

- **Better Health** – Supports people to optimise their health and wellbeing before cancer treatment.
- **Better Care** – Demonstrates the benefits of person-centred care and support.
- **Better Workplace** – Promotes learning and reflection through shared patient experiences.
- **Better Value** – Highlights a preventative approach that supports early intervention and self-management.

2. Report summary

2.1 Situation

Prehabilitation is an approach that supports people to optimise their health and wellbeing following a cancer diagnosis and before treatment. Through personalised conversations, patients are encouraged to consider actions that may help prepare them physically and emotionally for treatment and recovery.

This story study demonstrates how prehabilitation support provided by NHS Ayrshire & Arran (NHSAA) and partner organisations can help people affected by cancer feel more informed, prepared and supported before treatment begins. Patient A has shared his experience in his own words and has chosen to remain anonymous. By sharing his story, he hopes to encourage others to engage with

prehabilitation services and raise awareness of the positive impact these services can have on both physical and psychological wellbeing.

2.2 Background

When Patient A was diagnosed, he welcomed the advice and support provided by his cancer care team. Aware that he was also at risk of developing type 2 diabetes, he recognised the importance of making positive lifestyle changes and taking an active role in his health. Reflecting on his experience, he expressed gratitude for the care and guidance he received, stating: *“Prevention is better than cure.”* As part of his care, Patient A was introduced to prehabilitation, a person-centred approach designed to support people to optimise health and wellbeing in preparation for cancer treatment and recovery.

2.3 Assessment

NHSAA is continuing to develop its approach to prehabilitation within cancer pathways, supporting people to optimise their health and wellbeing before treatment. The model is based on four key stages:

Screening

Healthcare professionals identify factors that may affect treatment and recovery, including physical activity, nutrition and emotional wellbeing. Structured conversations and assessment tools may be used to identify patients who could benefit from additional support.

Assessment

Where needs are identified, patients may be signposted or referred to NHS services or partner organisations for further assessment and support tailored to their individual circumstances.

Intervention

Based on identified needs, patients may receive information, advice, signposting or referral to additional services. Support may be provided at three levels:

- **Universal:** Information and advice available to all patients.
- **Targeted:** Additional support for specific needs.
- **Specialist:** Intensive support for patients with complex or highly specialised needs.

Monitoring

Progress is reviewed to ensure support remains appropriate and responsive to changing needs. NHSAA continues to develop its approach to monitoring and evaluation to better understand outcomes and impact over time.

2.3.1 Quality/patient care

Through personalised conversations and access to appropriate resources, patients are offered a high-quality, person-centred approach that recognises their individual needs, preferences and circumstances. Patient A's experience demonstrates the value of prehabilitation in helping people feel informed, empowered and better prepared for treatment and recovery. He believes it helped him focus on what he could control and approach treatment with greater confidence and optimism.

2.3.2 Workforce

Our staff have influence on patient experience through the care they provide and the relationships they build. Patient A's story highlights the positive impact of

compassionate, person-centred care on confidence, wellbeing and preparedness for treatment. Sharing patient stories supports learning, reflection and continuous improvement across the organisation.

2.3.3 Financial

No financial impact

2.3.4 Risk assessment/management

No identified risk

2.3.5 Equality and diversity, including health inequalities

Impact assessment is not required

2.3.6 Best value

- **Vision and Leadership** - Demonstrates a commitment to preventative, person-centred care that supports improved health and wellbeing outcomes
- **Effective Partnerships** - Highlights collaboration between NHS services and partner organisations to provide personalised support for people affected by cancer.
- **Governance and Accountability** - Supports continuous improvement through the ongoing development and evaluation of prehabilitation pathways
- **Use of Resources** - Promotes early intervention and supported self-management to help people prepare for treatment and recovery.
- **Performance Management** - Demonstrates a commitment to monitoring outcomes and ensuring support remains responsive to patients' changing needs

2.3.7 Other impact

- **Best value**
Demonstrates the importance of listening to, and working with, patients to put them at the centre of their healthcare journey and to ensure the best possible patient experience.
- **Safe, Caring & Respectful**
Supports our corporate objectives by delivering compassionate, person-centred care throughout the patient's cancer journey.

2.3.8 Communication, involvement, engagement and consultation

This patient story raises awareness of prehabilitation and demonstrates how early support and partnership working can improve wellbeing following a cancer diagnosis while informing ongoing service development.

2.3.9 Route to the meeting

This story has not been heard at any other meetings but has been shared with the patient and the service involved.

2.4 Recommendation

Members are asked to receive this story and recognise how prehabilitation support provided by NHS Ayrshire & Arran (NHSAA) and partner organisations can help people affected by cancer feel more informed, prepared and supported before treatment begins.