



# Rapid Cancer Diagnostic Service (RCDS)

## Patient Quotes

December 2025

Positive patient feedback continues to emerge from Scotland's Rapid Cancer Diagnostic Services (RCDSs). There are currently six services live in NHS Scotland: NHS Ayrshire & Arran, NHS Borders, NHS Dumfries & Galloway, NHS Fife, NHS Forth Valley and NHS Lanarkshire.

While each service is tailored to meet local population needs, all embed a patient navigator to support patients and their families from the point of referral. This ensures that quality communication is delivered throughout the pathway while cancer is ruled in - or out - at pace.

This document reflects on a number of patient experience quotes collected from across Scotland's RCDSs. These should be considered alongside any quantitative analysis to reflect the quality of care being delivered and the impact of RCDSs in supporting earlier diagnosis efforts.



More information on RCDSs, and the RCDS Implementation Guide, can be found by [clicking here](#).

This service is the NHS at its best!

NHS Lanarkshire patient

RCDS is a first-class service offering a quick diagnosis and support for patients.

NHS Forth Valley patient

As you can imagine, I was quite anxious about this appointment. However, the sheer professional, yet friendly and warm approach of the team soon put me at ease. Good listeners and took time to explain every detail. More GPs and patients should know of the service.

NHS Borders patient

Throughout the whole process everybody involved has been courteous, informative and attentive - I've been hugely impressed by the speed of response and the screening that I've had, as well as incredibly grateful.

NHS Borders patient

Rapid Cancer Diagnostic Service was exactly the right name and service provided, please keep up the excellent service.

NHS Lanarkshire patient

I was referred to the Rapid Cancer Diagnostic Service. I was triaged by an exceptionally caring and experienced advanced nurse specialist, who guided me through the next steps and co-ordinated all my assessments and follow-up with professional knowledge and, importantly, kindness. Investigations were managed by exceptional staff, all not only had professional knowledge and experience but cared about my concerns and comfort.

NHS Ayrshire & Arran patient

I must give this team ten out of ten for their service. The whole process was seamless. The speed is obviously one of the best parts of the service but what also needs to be acknowledged is the care and attention from the staff. Every part of my care was delivered with a high degree of understanding that I would be worried my previous cancer had returned. Blood tests, CT scan and an endoscopy were all done quickly and results delivered with speed. Thanks to the teams at RCDS and Radiology, they guided me through the pathway with a nice caring manner.

NHS Fife patient

Was seen very quickly after being referred by GP and was referred onto a further clinic who completed my diagnosis. Everyone was very welcoming and knowledgeable.

NHS Forth Valley patient

From my initial visit to the GP, the care and prompt service was exceptional. The RCDS advanced nurse specialist was professional, caring and completely put me at ease. The RCDS advanced nurse specialist phoned me with my results, explaining with kindness and patience.

NHS Ayrshire & Arran patient

My experience was very good, and I had a favourable diagnosis. I found it to be a speedy, very helpful service and I am grateful it exists in Dumfries & Galloway. All the staff I dealt with were most helpful, courteous and efficient.

NHS Dumfries & Galloway patient

I have been totally surprised, amazed and impressed by the friendliness, professionalism and efficiency of the whole process from GP referral to attendance at RCDS - score 20/10.

NHS Dumfries & Galloway patient

I was extremely happy with the service I received from the RCDS team at Victoria Hospital. Although I was worried about being referred to the team, I was soon put at ease that the team had my best interests at heart. From the first phone call to my discharge call it was all so quick and effortless. Within days of my referral, I was given an appointment for blood tests and a CT scan. The results came through very quickly and took away all my anxiety. I will be having ongoing tests, but the main thing is that cancer has been ruled out. RCDS - your speed took me by surprise - huge thanks!

NHS Fife patient