

**COMMUNICATION EXPERIENCES OF HEALTHCARE PROFESSIONALS,  
CHILDREN WITH CANCER AND PARENTS: EVIDENCE FROM A PAEDIATRIC  
ONCOLOGY SETTING IN INDIA**

**ABSTRACT**

The thesis tries to enquire into the information needs from a triadic perspective of professionals, adolescent cancer patients and their families. It also tries to analyse how the various stakeholders engaged in providing and receiving cancer care hinder or promote communication with each other. Additionally, the thesis examines in detail the issues emerging during real-time clinical discussions and breaking bad news sessions. The various socio-psychological challenges experienced by the professionals, children and adolescent cancer patients and their parents were also investigated in detail. The study applied a qualitative approach and used in-depth interviews of 14 professionals, 12 family members of paediatric cancer patients aged 0-18 years, and 14 adolescent cancer patients from 12-18 years. 35 direct observations of live breaking bad news sessions were also carried out in the study. A thematic analysis approach was used to analyse the data. It was found that paediatric oncology professionals and parents negotiate with each other to communicate with children and adolescents and explicated the difficulties they experience in the process. The study highlighted that professionals need to be sensitive about the dynamic nature of information needs while interacting with parents of children with cancer. The above findings helped devise a communication protocol in paediatric oncology settings to help tailor the professionals of the discussion ought to have with different families with a child with cancer. The results may contribute to developing training courses on communications in paediatric oncology.

**Keywords:** *Healthcare Professionals, Parents, Children, Adolescents, Information Needs, Breaking Bad News*