Patient Satisfaction: a collaborative approach across the Experimental Cancer Medicine Centre (ECMC) Network

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Background:

A key aim of the Experimental Cancer Medicine Centre(ECMC) initiative is to work collaboratively to enhance cancer research and patient experience. The ECMC Research Nurse Network Group (RNNG) aims to promote quality care for patients taking part in early phase research.

In order to plan future collaborative work, an understanding of areas for improvement was required. The National Cancer Patient Experience Survey (2014) included three questions directly relating to research which did not fully explore the experience of patients participating in early phase clinical trials.

66I would like to thank the

XXX for the fact that I am

The steering committee of the ECMC RNNG agreed that this survey should be undertaken to determine patient satisfaction in three key areas: support, communication and general.

 the care received from the nurses and doctors has been exceptional. Nothing could be improved upon ??

A subgroup of the RNNG devised a survey, which the ECMC Secretariat distributed to appropriate contacts across the 18 Centres within the ECMC Network in February 2015. Each ECMC distributed the survey to patients throughout March 2015, responses were coordinated by the Secretariat.

Methods

44 At my late stage of disease nothing to lose in participating whether or not any individual benefit hopefully gives useful information on drug and disease?

Results

15 of 18 ECMCs returned surveys from 326 patients. Between 179 and 304 patients selected strongly agree for all statements indicating a high level of satisfaction with all areas of trial participation. 12 of 22 statements had 100% response rate, 10 had 3.7% to 12.6% non-

44 The staff on the unit are exceptional! They make all the patients feel safe, reassured and comfortable, and are there to provide support above and beyond their remit ??

44 I would like to thank all those concerned as going through this stage of my life has been an ordeal but with the care given it has made life bearable and helped my family cope much better ??

Support: Only 3 patients indicated dissatisfaction with support fered. 21 indicated they had n

the clinical trials unit is fantastic, great environment, very well

organised. Staff are the cream of the NHS **?**

questionnaires achieve high response rates, accurate sampling and minimal interviewer bias, hence this format was chosen for the survey. The Likert Ordinal scale, a system for ranking, was chosen for its strong eliability because of the range of answers permitted by ing this structure. Both positive and negative statements re used. A potential limitation of the design, is that the he score was attributed by different participants but w they attributed the score may have varied. In order to nimise this, areas for free text on every question allowed xplanation of scoring and depth of answer. A further 4 questions with space for free text comment were included to explore participant opinion and offer the participant the opportunity to comment on anything that had not been included

here filling in this survey here filling in this survey order to assess concurrent validity the survey was compared to the National Cancer Patient Survey. Content validity was assessed through review by the steering committee and the involvement of a small group of patients undergoing an early phase clinical trial.

> 66 The doctors and nurses have been brilliant, the atmosphere in the unit is friendly and happy - like an extended family. Treatment results wonderful ??

66Trials, technology, medicines only go so far..it is the experience and character of the Drs and staff that are just as important **99**

The

survey was given to patients mainly by a member of their research team, a person n a caring profession and a figure of authority, which may have influenced positive outcomes.

> **66**I would like to thank the research people for providing a taxi for me

Conclusions Patients were

overwhelmingly positive about their experience of participation in early phase clinical trials.

Key areas identified for future collaborations include: • Promoting knowledge of research activity in all

- centres
- Explore further issues relating to communications with other healthcare professionals and access to other healthcare providers



Communication:

26 patients were not previously awa that research happen

General:



the parking is a night

Parking is a nightmare. I don't have anyone to help and have been close to missing my appointments on occasion, despite arriving in good time. Park and ride can be okay but difficult if you need to arrive during rush hour **99**



66I have received a great

References

http://www.ecmcnetwork.org.uk/

https://www.quality-health.co.uk/surveys/national-cancer-patient-experience-survey

Designing and conducting health surveys: a comprehensive guide 3rd ed, LA Aday & LJ Cornelius 2006, John Wiley & Sons San Francisco







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