

The Value of Capturing Patient Experience in Clinical Research

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Background

The Royal Wolverhampton NHS Trust strategy is to be "an organisation that continually strives to improve patient experience and outcomes, quality and safety aligned with an outstanding patient experience that meets expectations".

Taking into account the national and local context, in 2014 the Research and Development Directorate set out its ambitions to identify and measure **patient expectations, experience** and **satisfaction** in participating in research as an aide to provide guidance for driving improvements and positive change for research participants and research culture at Royal Wolverhampton NHS Trust.

Methodology

- Paper survey sent twice a year, to all research participants.
- Patients will have participated in research for at least 6 months, from the date of the survey been sent out.
- Patients invited to share their research experience, within a video.

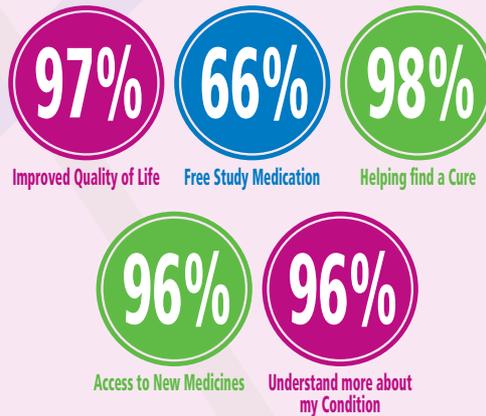
Adding Value

- Provide assurance to Trust Board, Trust Management Committee on the care being provided to patients participating in research.
- Pro-actively seeking and acting on research participant feedback to improve the research service.
- Identify and address any barriers/concerns to sustain research participation.
- Patient experience videos shown at Trust Forum and staff meetings as an aide to promote a research culture and education on research activity in the Trust.
- Patient questionnaires includes the NIHR 2 core questions enabling feedback to NIHR on results.

Results

Safe and Effective	96% felt comfortable being able to withdraw.
	90% felt care provided by research team was to the highest standard.
	92% felt fully informed prior to participation.
Kind and Caring	89% felt supported throughout the research study.
	99% felt that their privacy and dignity was respected throughout the duration.
Exceeding Expectations	81% would consider participating in research again.
	82% said that their recent research study experience met their expectations.

Why do our Patients Participate in Research? (n=512)



Importance of Capturing Information on Patient Experience.

- Evaluate patient experience in accordance with Trust professional values and standards.
- Identify areas for improvement.
- Identify areas of excellence within the service.
- Provide a patient centric approach to our service.
- Promote active communication between patients, researchers, clinical staff in order to improve the quality of the research experience and patient outcomes.
- Measure the level of consistency in patient satisfaction.

Next Steps:

- Implementation of paediatric survey.
- Set performance target metrics for the Directorate.
- Review new methods of capturing patient feedback.
- Introduce a patient ambassadors initiative to review survey results and contribute to service improvement strategies.
- Explore improved and innovative ways to promote and disseminate information to patients.

"I was treated with most respect at all times. Although I was very nervous they calmed my fears, made me feel I was important and not just a number, I felt comfortable and at ease by all the nursing staff."

"Outstanding care and humanity."

"The support I received certainly exceeded my expectations, I remain extremely grateful to all concerned."

"The young lady who talked to me about the research absolutely clarified what I needed to do to participate in the research, in so doing I felt able to take part."

"The staff at Cannock have been so supportive, friendly and understanding, always having time to talk about any concerns."