

ECMC Patient Experience Survey: a summary

The ECMC Research Nurse Network Group aims to promote quality care for patients taking part in early phase research. Further information on the group can be found on the ECMC website:

<http://www.ecmcnetwork.org.uk/network-groups/nurse-group>

Background

- The survey was developed by the ECMC Research Nurse Network Group steering committee and is based on a survey created at Oxford
- The questions are in three categories (Communications; Support and General) with a mixture of rating scale (1 Strongly Agree - 5 Strongly Disagree) and open-text questions
- The survey was conducted in 15 ECMC locations during March 2015

The findings

- 326 questionnaires were returned with a range per centre of 3-72 (average was 22)
- Patients were overwhelmingly positive about their experience of participation in early phase clinical trials
- Between 179 (55%) and 304 (93%) patients selected strongly agree from all statements indicating a high level of satisfaction with all areas of trial participation
- Support: only 3 (1%) people indicated dissatisfaction with support offered; 21 (6%) indicated they had not been offered access to other healthcare professionals
- Communications: an average of 248 (76%) patients selected strongly agree for all statements
- General: 26 (8%) patients were not aware that research happened in that hospital and 46 (14%) were unaware of the research funder

Next steps

- Key areas identified for future collaboration include: Promoting knowledge of research activity in all centres; Explore further issues relating to communications with other health care professionals and access to other healthcare providers
- Individual centres have their results for local actions
- An abstract on this survey has been submitted to the 2015 NCRI Cancer Conference
- Communicate findings with ECMC funders and stakeholders

Feedback from the nurses who ran the survey in their centres

- It was easy to run but needed someone responsible for it
- Would repeat it but in a few years' time
- It was a positive experience - were able to share findings with colleagues