

The WWL Research and Development Department Patient Satisfaction Survey 2017

With special thanks to all four participants who have helped us with this survey

We aim to provide the highest levels of dedicated and caring support for our patients who are participating in clinical trials

Introduction

Our survey aimed

- To test the quality of care that we provide and highlight any areas for improvement
- To understand the experiences that our patients have during their participation in a clinical trial
- To determine if our patients are satisfied with the research commitment that that they give
- To determine if our staff are supporting our patients with high quality care and commitment
- To help us to develop a greater awareness if changes are needed and to provide valuable feedback to our team

Method

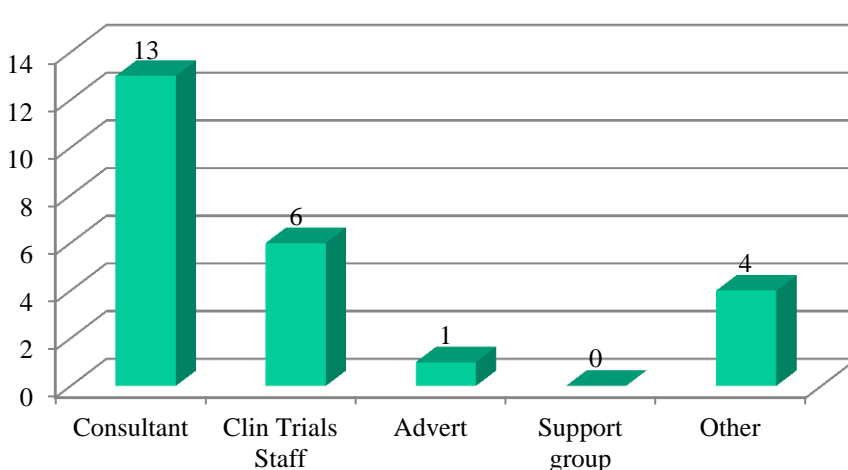
- The Clinical Trials Team asked patients to complete the satisfaction questionnaire as they attended for their clinical trial reviews
- The questionnaires were anonymous and completed questionnaires were sealed within an envelope
- Jane Martindale was responsible for inputting the data into an Excel spreadsheet, analysing the data and writing the report

Results

This is an interim report with the analysis from 24 returned questionnaires.

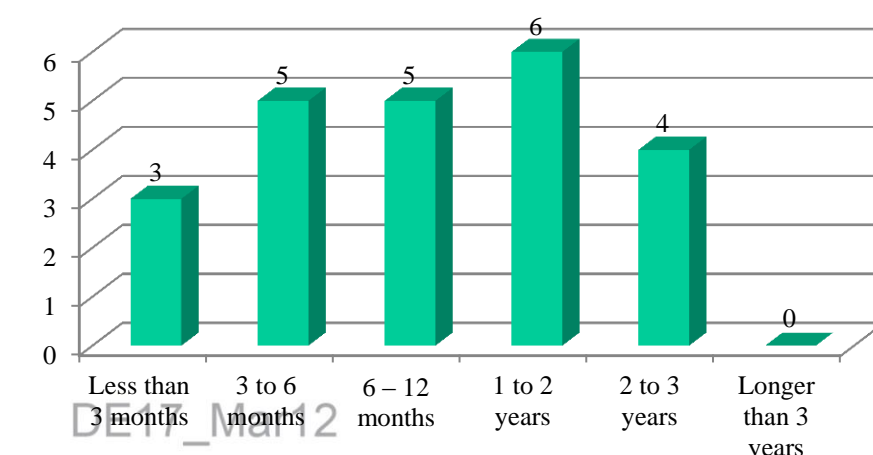
The majority of patients found out about their study from either their Consultant or from a member of the Clinical Trials Team.

15/24 patients took part in an interventional study and 6 people took part in an observational study.



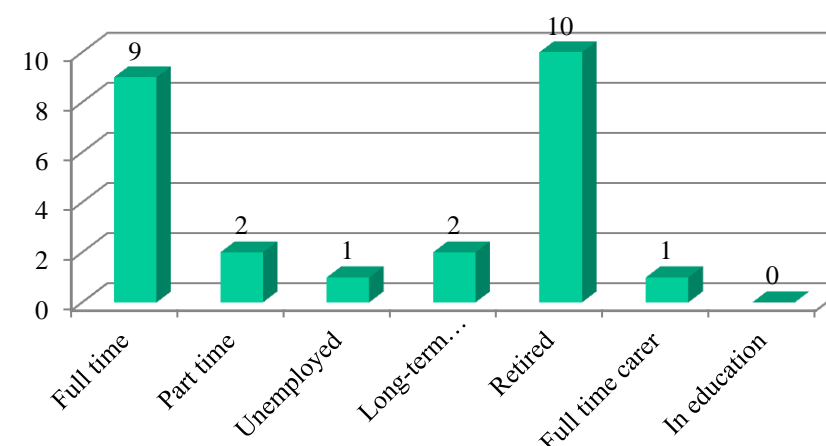
100% said they were not pressured at all to give consent

Most patients have been taking part in their clinical trial for more than 3 months with the majority over a year and with representation of up to 3 years.

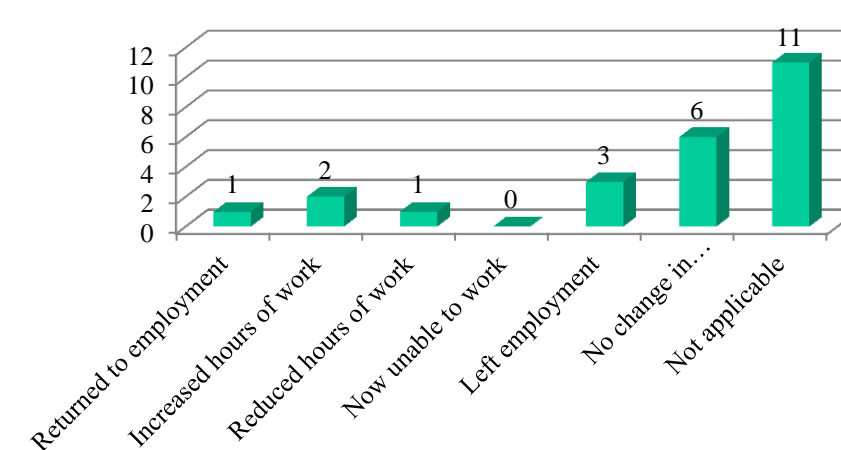


Work and Employment

The majority of participants were either employed full time or retired.

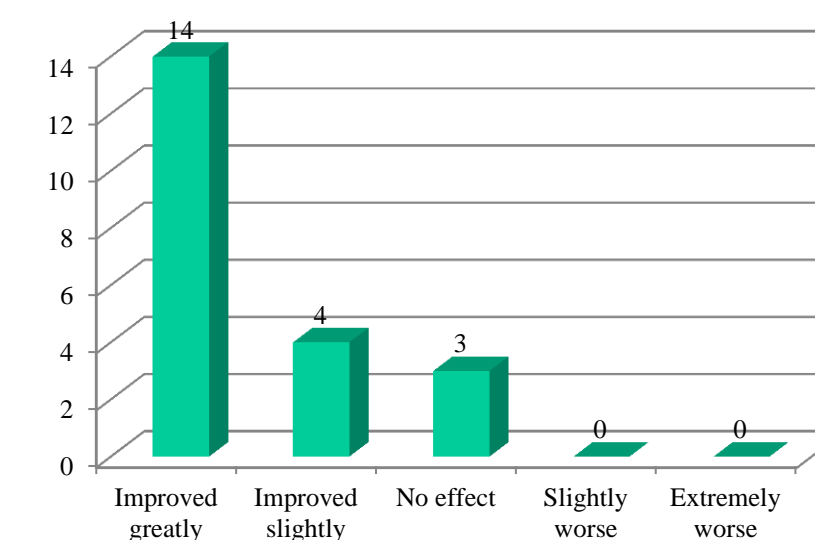


For most participants the effect on employment status was not applicable but 2 people did increase their hours of work, with 1 person returning to employment and 3 leaving employment.

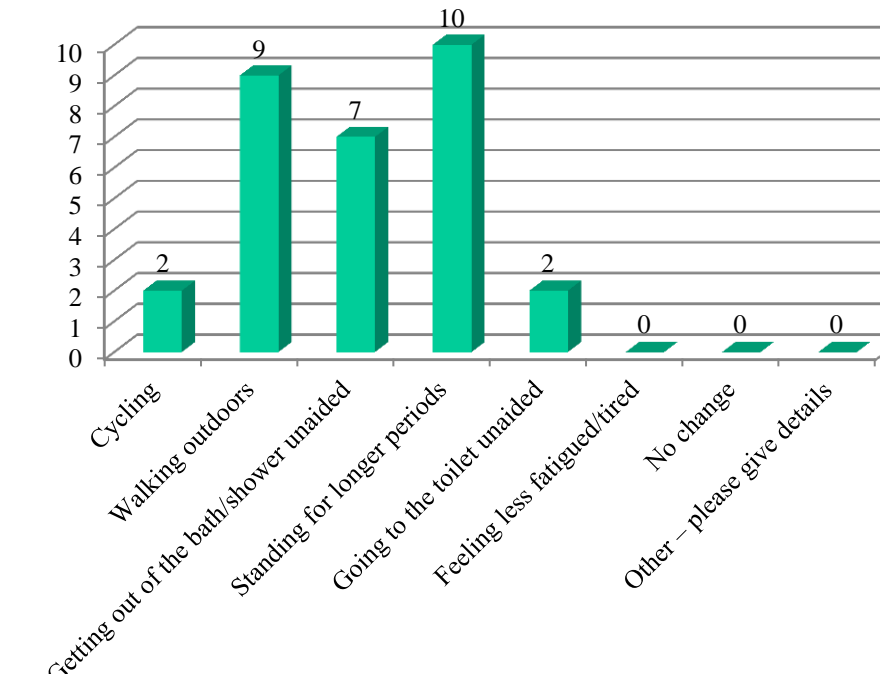


Health and well being

The vast majority of patients felt that they had either improved greatly or improved slightly by taking part in their clinical trial with greatly improved quality of life.



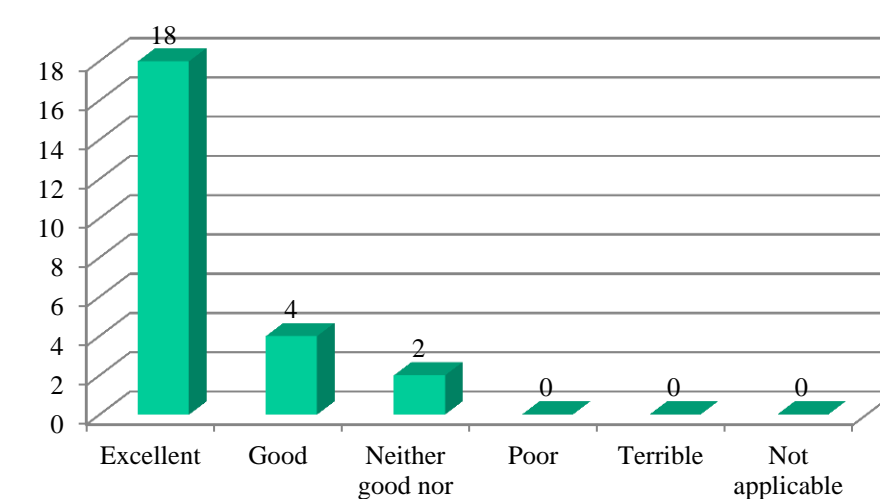
Participation in walking outdoors, getting out of the bath/shower unaided and standing for longer periods have shown the most significant improvement.



Our Clinical Trials Team

All participants rated their satisfaction with the service provided by the Clinical Trials Team as excellent (21/24) and good (3/24).

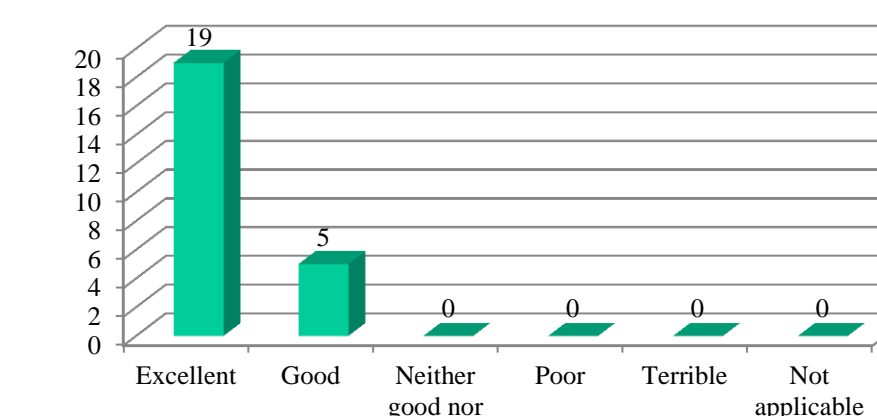
22 participants rated their your overall experience as being a participant in a clinical trial as excellent or good with only 2 finding it to have been neither good nor bad.



Information and communication

All participants rated the availability of information relating to their trial throughout their participation as excellent or good.

All participants rated the communication from the Clinical Trials Team, in answering any concerns has been whilst you have been participating with their clinical trial as excellent (19/24) and good (5/24).



All participants would recommend our Clinical Trials Service to others with 20 of the 24 patients would consider participating in another clinical trial.

'I was initially very frightened of taking part for fear of any side-effects but I no longer worry about the potential side-effects at all.

I know that all the necessary checks are made prior to the drug being administered and have complete trust in all the staff involved in my care.

My only suggestion for an improvement would be for the service to be more widely publicised.'

Participant's comments

'Less time off sick due to pain etc so a great improvement in that sense. Also increased confidence due to feeling much better.'

'Without medication I would not be able to work full time.'

'The Team are extremely knowledgeable and professional and truly care about their patients. They respond promptly to any queries and allay fears.'

'Patients know they are in excellent hands during their treatment and afterwards.'

'The Clinical Trials Team were excellent and outstanding in their care.'

'Very helpful font of knowledge with regards to the condition.'

'Well informed and executed study, supportive, helpful, professional and friendly Clinical Trials Team.'

'It has changed my life. My condition was so debilitating before the trial but now I hardly know I have the condition.'

'Care and professional help and advice.'

'Life changing benefits.'

Conclusion

- Bearing in mind that this is an interim report, the results indicate that we are proving an excellent service.
- Participation in a clinical trial has been perceived as having considerable health benefits.
- Clinical trials and outcomes could and should be more widely advertised and promoted.
- There should be further improvements advertising the availability of clinical trials within the Trust and support for patients to be encouraged to ask to be considered.

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