



Patient involvement in RDS's

**Rapid Diagnostic Systems: Cancer Navigator and Co-ordinator Shared
Networking Event and Regional Discussion**

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Importance of patient involvement



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Defining patient experience

- Everything we do to patients and how they feel about that.
- It is generally more about the process than the outcome.
- Patient experience differs from satisfaction which relates more specifically to the patients expectations rather than whether an expected element of care did or did not happen.
- Understanding patient experience can sometimes challenge our assumptions of what is important to patients.



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Understanding patient experience

“Careful observation, measurement, recording, interpretation, and analysis of patients’ subjective experiences are essential to appreciating what is working well in healthcare, what needs to change, and how to go about making improvements”.

BMJ, 29th March 2014, Volume 348



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NHS
Northern
Cancer Alliance

Quality of care and clinical outcomes

[“Systematic Review of evidence on the links between patient experience and clinical safety and effectiveness” Doyle, Lennox, Bell - BMJ Open 2013;3](#)

“patient experience is consistently positively associated with patient safety and clinical effectiveness across a wide range of disease areas, study designs, settings, population groups and outcome measures”

“clinicians should resist side-lining patient experience as too subjective or mood orientated, divorced from “real” clinical work of measuring safety and effectiveness”.



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Six Dimensions of Quality

Safe	Avoiding harm to patients from care which is supposed to help them
Person Centred	Providing care that is respectful or responsive to individual's needs and values
Efficient	Avoiding waste
Effective	Providing services which provide a clear benefit, based on evidence
Timely	Reducing waits and potentially harmful delays
Equitable	Providing care that does not vary in quality because of an individual's characteristics

(Institute of Medicine:2001).



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Understanding health inequalities

Health inequalities are concerned with the differences in peoples health and include:

- Health status
- Access to care.
- Quality and experience of care
- Behavioural risks to health
- Wider determinants of health

[Kings Fund – What are inequalities](#)



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The experiences of cancer patients from ethnic minority backgrounds in England: A qualitative study NHS England (2020)



[BIAS](#)

[COMMUNICATION](#)

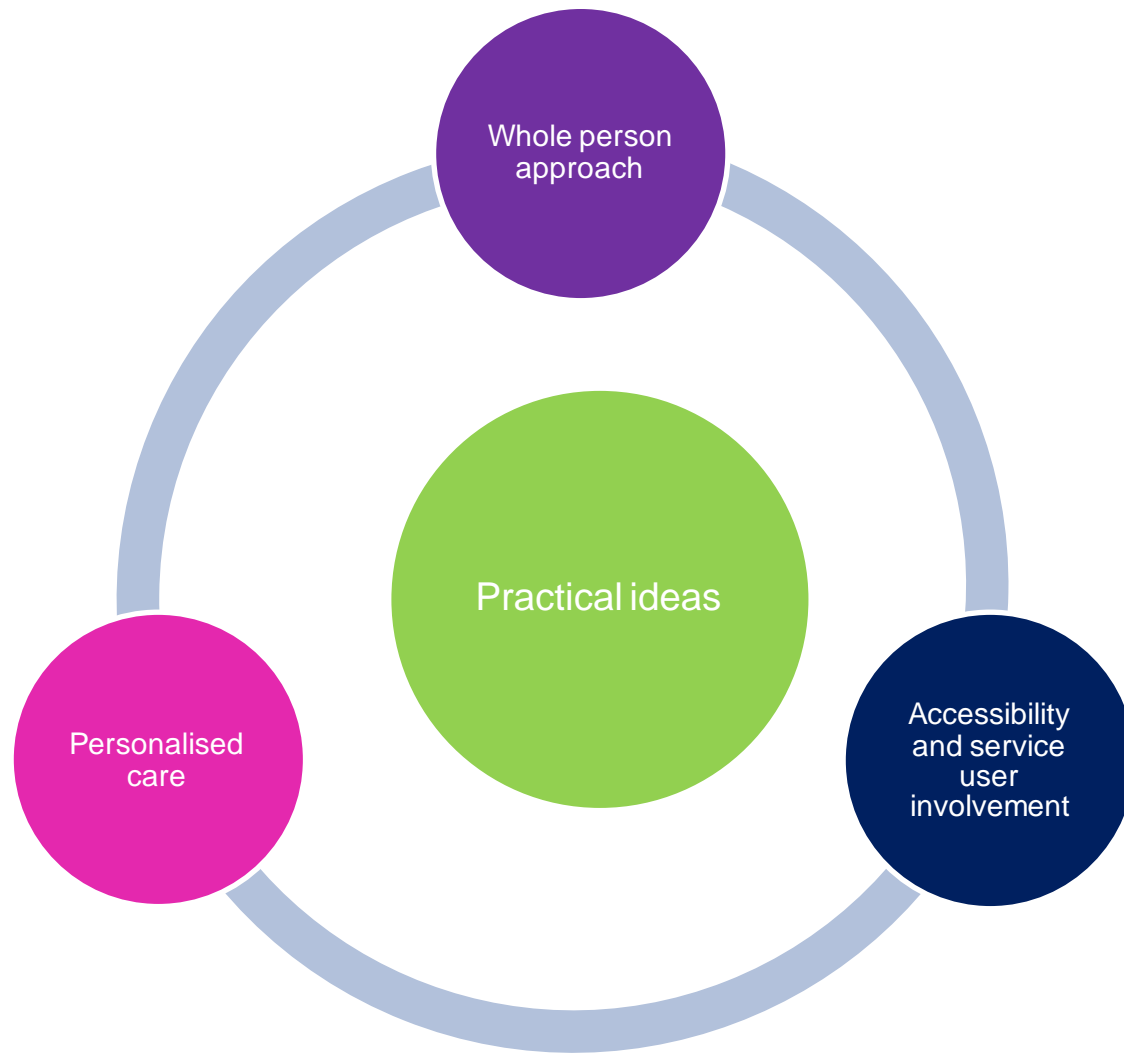
[DIGNITY](#)



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RDC Patient Experience Quality Markers



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Ladder of involvement



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Involving patients in RDC's

Involvement approach	Activity
Information	Providing accessible patient information that is considerate of issues such as language and cultural barriers, health literacy, reading ability, digital poverty etc. Ensuring adequate opportunities for patients (family and carers) to ask questions and share their views.
Consultation	Measurement of patient experience collecting qualitative and quantitative data, utilising a variety of methods that support inclusion.
Participation	Working in partnership with patients to identify improvements in the pathway/process e.g. pathway and experiential mapping – ensuring the views and experiences of people from marginalised groups are sort.



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Accessible information - resources

[Health Literacy “How To” Guide](#) – Health Education England

[Health Literacy e Learning session](#) – Health Education England

[Accessible information standard](#) – NHS England

[Producing easy read information](#) – www.changepeople.org

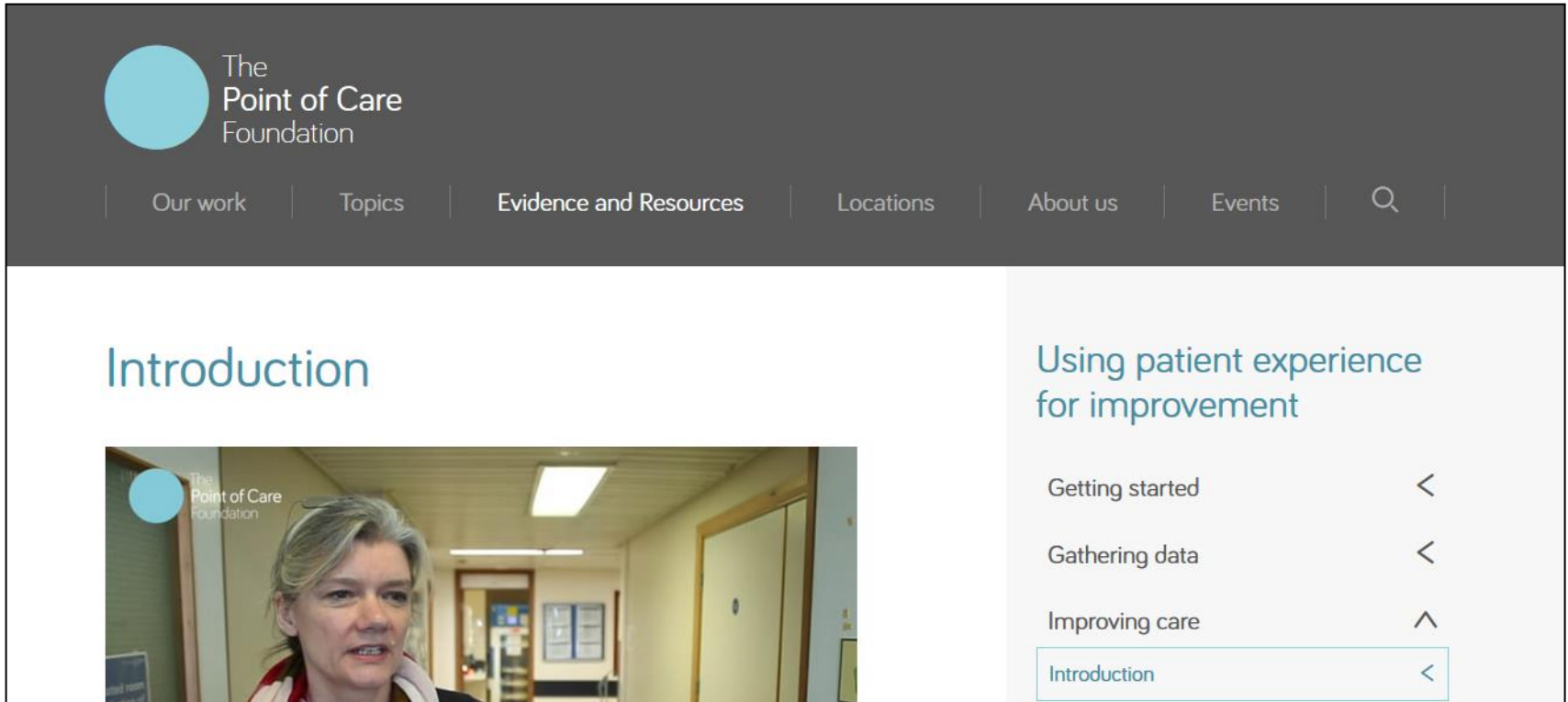
[Plain English guide](#) - Plain English Campaign



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Measurement for improvement - resources




The screenshot shows the website of The Point of Care Foundation. The header is dark grey with the foundation's logo (a light blue circle) and name on the left. A navigation bar below the header contains links: 'Our work', 'Topics', 'Evidence and Resources', 'Locations', 'About us', 'Events', and a search icon. The main content area is white. On the left, under the heading 'Introduction', is a video thumbnail showing a woman in a hospital corridor. On the right, under the heading 'Using patient experience for improvement', is a list of sub-topics: 'Getting started', 'Gathering data', 'Improving care', and 'Introduction'. Each sub-topic has a chevron icon to its right. The 'Introduction' sub-topic is highlighted with a light blue background and a left-pointing chevron.

The Point of Care Foundation

Our work | Topics | Evidence and Resources | Locations | About us | Events | Search

Introduction



Using patient experience for improvement

- Getting started <
- Gathering data <
- Improving care ^
- Introduction <

<https://www.pointofcarefoundation.org.uk/resource/using-patient-experience-for-improvement/improving-care/introduction/>



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Learning from patient stories



<https://youtu.be/Da9pgz4DPC8>

“Emotion bonded with information becomes memorable, resonant and actionable.”



Power of Stories, 2011.
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Thank you, any questions?

WE SPEND A LOT OF TIME
DESIGNING THE BRIDGE,
BUT NOT ENOUGH TIME
THINKING ABOUT THE PEOPLE
WHO ARE CROSSING IT.

- DR. PRABHJOT SINGH

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