



## Conference 2008

### Poster Abstracts

#### Patients Experiences of the Sarcoma Care Pathway Poster Presentation

Authors: Anita Killingworth, Lin Russell, Andrea Hughes, Tracy Moran, Esther Reilly, Julie Bennett, Jane Forsythe  
Contact: anita.killingworth@roh.nhs.uk

Royal Orthopaedic Hospital, Birmingham

Aim:

We aimed to elicit the experiences of our patients using a variety of approaches in order to determine the extent to which our service was meeting NICE Guidance on patient support and information.

Methods:

- A patient survey: 30 patients were asked about their experiences in gaining information and support.
- Patient storytelling. 10 patients and carers were asked about how they experienced the cancer journey and the conversations were led by the patient/care with no pre-determined interview schedule. This technique enables the patients to identify and elaborate on the issues that are important to them.

Results:

- 100% of patients had received sufficient information on the possible diagnosis and treatment plan
- 81% of patients had contact details for the key worker as a point of contact.
- The role of the keyworker was evaluated by a rating from 0-10 on how the keyworker helped in terms of information; emotional support; point of contact; co-ordination of care and carer support . The feedback was very positive with scores of mainly 9 or 10.
- 100% of patients felt their privacy and dignity had been respected during their stay on the ward
- 100% of patients had been encouraged to be independent as part of work towards self care.
- We asked patients for an overall rating of our service on a 0-10 rating and the scores were between 8 and 10.
- Themes from the patient stories have been identified

Conclusions:

We have found a high level of satisfaction with the information and support provided, patients have given suggestions on specific information they would like to receive and this will be incorporated into the patient diaries we will be using in the coming year. A recurring theme was food and this will be taken forward with our facilities department in order to support patient nutrition, wound healing and infection control.