



Care with Purpose: Personalisation, Voice & Outcomes

Patient Engagement Session

Listening to the patient voice

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Background

Why the consent appointment matters

The opportunity

- Consent is an opportunity to provide clear, comprehensive information.
- It supports shared decision-making.

The challenge

- Patients may receive large volumes of information in a single consultation.
- Not all information is equally easy to retain.

Patient information needs to be clear, prioritised and available to revisit.



Aim of the patient engagement session

- 1 Evaluate patient recall of information
- 2 Identify gaps in information delivery
- 3 Explore strategies to improve the RT consent process
- 4 Strengthen trust between patients and the MDT

From information delivery → to understanding, confidence and partnership



Method & Materials

- 15 patients across tumour sites • qualitative patient engagement

4N technique - A simple patient-centered framework to capture what helped, hindered and what could improve.

NUGGETS

What was useful?
What did patients remember?

NICE-IFS

What would make it better?
What was missing?

NIGGLES

What was difficult or frustrating?
Where were the gaps?

NO-NOS

What should be avoided?
What did not work for patients?



Data analysis — thematic

From patient comments to meaningful themes

- 1 Familiarise** Review patient feedback
- 2 Code** Identify meaningful ideas
- 3 Review** Check patterns
- 4 Define** Name the themes
- 5 Interpret** Identify implications for practice



Theme 1 — Information retention

What we heard

Patient experience

- Consent can feel information-heavy.
- Clinical information was better recalled.
- Practical details were easier to forget.

Interpretation

The issue may relate to timing, volume and prioritisation.

Key message

Patients may understand the information — but not remember everything they need later.



Theme 2 — Reassurance & repetition

Compassionate communication supports trust

Compassion matters

An approachable, supportive clinician builds trust.

Repetition helps

Key messages were valued when repeated.

Trust enables questions

Patient-centered communication creates space for questions.

Reassurance is not separate from information delivery — it is part of it.



Themes 3 & 4 — Information patients can revisit

Theme 3 | Desire for practical information

- Preparation
- Masks
- Pelvic floor exercises

Theme 4 | Flexible information delivery

- Trusted resources
- Revisit after consent
- Online sessions

The patient voice pointed towards information that is practical, flexible and accessible after consent.



Results

What patients remembered — and what they still needed

Recalled

Core information

Not retained

Practical information such as
parking & transport

Overwhelmed

Amount of information during
consent

Valued

Repetition of key information

Requested

Detailed information about
masks & pelvic exercises

Welcomed

Trusted online resources

The gap was not simply “more information” — it was information at the right time, in the right format.



From patient voice to service improvement

What we heard → what we did → why it matters

01

What patients told us

- Information could feel overwhelming.
- Practical details were easily forgotten.
- Patients wanted information to revisit.
- More preparation advice was requested.

02

What we did

Getting Started with RT

- Online RT patient information session.
- Delivered in association with Maggie's.
- A new touchpoint after consent and before treatment.

03

Why it matters

Better prepared patients

- Reinforce key messages.
- Support practical preparation.
- Give patients time to revisit information.
- Create space for questions.



Getting Started with RT — new collaborative initiative with Barts & Maggie's

A direct service response to the patient voice

Online patient information session

- Delivered collaboratively with Maggie's
- Complements the radiotherapy consent appointment
- Reinforces key messages and practical preparation
- Provides an opportunity to ask questions and revisit information
- Supports patients and families before starting RT

After consent

A new touchpoint before treatment

Revisit & reinforce

Practical information + key messages

Ready for RT

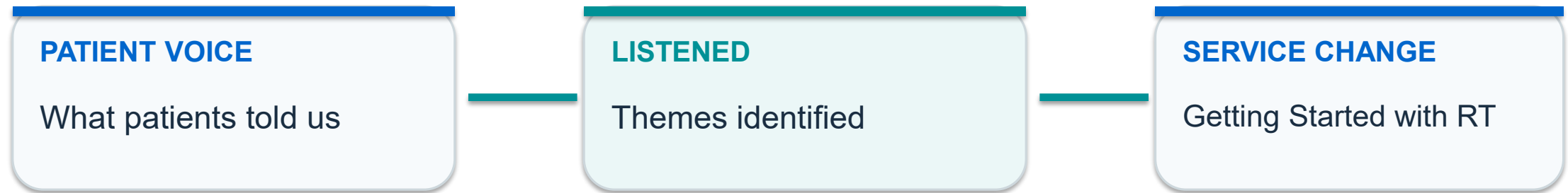
More prepared • more opportunity for questions



Conclusion

Listening to patients can translate directly into service change

“Patients are experts in what it feels like to navigate RT.”



What is next?

Continue to listen • evaluate the new touchpoint • use feedback to shape future information delivery



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Any Questions?

Thank you for listening



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