

Kings Cancer Patient Voices Advisory Group Driving Improvements in Cancer Care at Kings

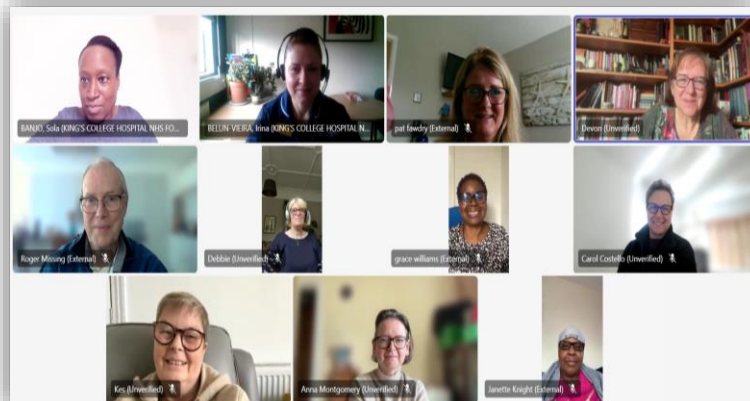
Where did we start?

The 2017 national cancer patient experience survey (NCPES) results rated Kings at 134th out of 143 trusts nationally. Kings also reported 15 questions lower than the expected range

Kings have established a patient experience quality improvement programme of work where improvements are co-produced with our patient partners and staff.

Success of the programme approach can be demonstrated by improvements to our position in the national league table to 107 for 2019 and a 20% improvement in questions that were rated lower than the expected range. The 2024 results (published in 2025) showed we have achieved significant improvements through service redesign and sustained these results.

Meet our Team



From Feedback to Action

From 2018 – present we have had feedback from 2,948 responses from patients and conducted various PDSA cycles of work. Below are some examples of our co-design and co-delivered projects

What were the themes addressed?

Access to Cancer CNSs, Information and Support

2021 - 2022

The Intervention

Created a single point of access to cancer Clinical Nurse Specialists for information and support for patients, carers, family members and health care professionals



The Results

- 19 / 20 patients (95%) would recommend the support workers service to other patients
- 16 / 20 (80%) feel they got the support they needed with their overall health and well-being from the support workers

Lessons Learnt

- Improved patient and staff experience
- Widely accepted service model by staff and patients

Communication

2022 - 2023

Improved experience with the explanation of diagnostic test results for adult cancer patients in ethnically diverse communities

Creation of staff education video:



Breast Tumor only												
	2015		2016		2017		2018		2019		2022	
	Score	N	Score	N	Score	N	Score	N	Score	N	Score	N
White	80%	100	86.70%	120	83.70%	86	78.40%	97	71%	74	75.20%	258
BME	77.30%	22	76.00%	25	69.20%	26	61.40%	44	55.20%	29		
Asian											61.10%	18
Black											71.40%	35

Co-ordination of Care

2024 - 2025

Improved identification of patients accessing care in ED with side effects of treatment



- 40 / 50 (80%) patients said they knew who to contact to discuss symptoms when they became unwell
- 38 / 50 (76%) said there was no other information they felt they needed to seek advice before coming to hospital

- Improved experience of care and no complaints reported during implementation, compared to the same period in the previous year
- Non cancer staff in ED and acute medical wards satisfaction

What have we achieved?

The King's Cancer Patient Voices Advisory Group have and continues to provide an invaluable service, allowing us to include the voice of patients in all areas of improvement in cancer services at King's. Each member of the Voice offers their time and commitment in helping us to drive improvement. This amazing patient go over and beyond what we ask of them, offering suggestions in current projects and helping us to scope out future areas for improvement. They have helped underline:

- The power of partnership working – keeping patients at the heart of what we do
- How to create environments for voices to be heard in quality improvement
- The art of thinking independently, together
- Managing language and messaging for patient communication

As a result of this partnership we continue to see the following improvements, as demonstrated by the 2024 CPES results.

- 55 / 59 questions (93%) within the expected range for 2024, up from 50 questions in 2023
- 13 / 59 questions (22%) scored above the national average in 2024