# The Patients’ View

**Descriptor:**

This audit is worth carrying out because it is a very simple way of providing reassurance on the local organisation and service. It will obtain the patients’ views on the way that they have been received and treated. This audit may disclose an unrecognised but developing problem.

**Background:**

Organising this audit and delivering the report on the findings is the responsibility of the lead oncology nurse or senior services manager within the department of clinical oncology.

## The Cycle

**The standard:**

Patients should be satisfied with the service provided to them when attending the department of clinical oncology.

**Target:**

90%.

## Assess local practice

**Indicators:**

Percentage of patients satisfied with the service provided from the results of the Core Audit 1 questionnaire (See Resources).

**Data items to be collected:**

All patients attending a particular section of the department (e.g. an outpatient clinic or for radiotherapy planning) on two consecutive days.

**Suggested number:**

All patients attending the chosen section of the department.

**Suggestions for change if target not met:**

Address the specific problems identified by the questionnaire:

• Construct a more focused and detailed questionnaire in order to identify the precise nature of an underlying problem

• Repeat date for commencing the next audit (following change): 6 months

• Identify staff member responsible for introducing change. Indicate date for reporting on the repeat audit

**Resources:**

1. Personnel: Lead oncology nurse, cancer services manager or deputy

2. Time - Allow: 4 hours for collection of the questionnaires, analysis and drafting of the report

3. Address the specific problems identified by the questionnaire

[**9\_Core Audit 1 Questionnaire.doc**](https://www.rcr.ac.uk/sites/default/files/audit_template/co/9_Core%20Audit%201%20Questionnaire.doc)WORD - 41 KB

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