Key patient experience stats for a MDC business case

One of the six strategic priorities of the national cancer strategy is to, ‘establish patient experience on par with clinical effectiveness and safety’ and to place ‘patient experience on an equal footing with other patient outcomes’.¹

The ACE Programme has created a patient experience survey specifically designed to gather insight from patients on the Multidisciplinary Diagnostic Centre (MDC) pathway. The survey has been validated and its feasibility of use in routine care has been confirmed. This document highlights key information that can be used by hospitals building a business case for implementing an MDC or similar symptom based pathway.

Overall, across all ACE pilot sites, patients described the MDCs as a ‘positive experience’; indeed 95% reported that their tests were explained in a way that could be understood completely or to some extent, and 97.5% said that they had the opportunity to ask questions. When asked about their diagnosis 89% said they understood the explanation of what was wrong with them either partially or completely.

When asked about tests, 86% of respondents reported that they had all the information they needed. Respondents were offered more than one choice in response to this question. When asked about the length of time taken for the tests to be done, 89% reported that it...
felt about right. Only 1% felt that the tests took much too long. Analysis of the scored responses shows 91.1% responding positively.

In particular, patients reported high levels of satisfaction with how all the people caring for them in the MDC work together to give the best possible care. 82% stated that the different people involved in their care always worked well together to deliver care, with an overall positive score of 85.0%.

In comparison to the National Cancer Patient Experience Survey (NCPES) 2016 national average (61.2%), an additional 23.8% of MDC attendees reported that the people involved in their care worked well together. It also scored 10.3% higher than the NCPES 2016 national average (75.9%) when patients were asked if they were told they could bring a friend or relative with them when they were first given a diagnosis.

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