

Patient experience and involvement

RM Partners is putting patients, their families and carers at the heart of cancer transformation in west London. Our patient experience and involvement programme of work provides meaningful and representative patient engagement in a range of ways and aims to put patient experience on a par with clinical effectiveness.

Patients at the heart of our work

RM Partners Patient Advisory Group

The RM Partners Patient Advisory Group has been established to work closely with us to provide challenge and advice on our programme of work. This provides assurance and independent insight to ensure that the views of patients and the public are at the heart of cancer service improvements.



Patient feedback tool

RM Partners has been working closely with Greater Manchester Cancer Vanguard Innovation to pilot a new tool for collecting in-depth, near real time feedback to aid understanding of patient experience at each touch point along the cancer pathway. This tool will be fully evaluated as part of the Cancer Vanguard evaluation project.

RMP Patient Experience Group

We are establishing a Patient Experience Group, consisting of lead cancer nurses from all of the Trusts in west London. The purpose of the group is to provide patient experience system leadership to the RM Partners Cancer Alliance footprint and to help shape the national agenda on patient experience feedback across the cancer pathway.

For more information

• Fiona Carr, patient involvement lead, Fiona.Carr3@nhs.net • Sonal Ewart, patient engagement lead, Sonal.Ewart@nhs.net