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Keeping the Customer Satisfied the customer satisfied #4 – we need to talk! responses from patients to questions on research in The National Cancer Patient Experience Survey 2014

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**Background:** NCPES 2014 includes data on 70,141 recently treated patients from the 153 NHS Trusts in England that provide acute cancer services, a response rate of 64%. It is the third year that questions on research awareness were asked, with the question on “discussion” having been asked in all three years, and the others asked in both 2014 and 2013.

**Method:** Questions about the patient experience of cancer research in 2014 & 2013 were: “Have you seen information (leaflets, posters, information screens etc.) about cancer research in your hospital?” “Since your diagnosis has anyone discussed with you whether you would like to take part in cancer research?” “If so did you then go on to take part in research?”

**Results:** Findings in 2014 (2013 in brackets) In 2014 more patients saw information about research 86% (85%) Fewer had a discussion 31% (32%) And fewer then went on take

part: 63% (64%) All three research questions show statistically significant variations between Tumour types and between Trusts. For the question asking whether patients had a discussion the range by Tumour type is from 14% to 37% and by Trust from 10% to 61%

**Conclusions:** The variations between Trusts remain wide, and there is an inequality of access to research opportunities for cancer patients. There are opportunities for all those working as part of the NIHR’s Local Clinical Research Networks to address this. We have shown elsewhere (Keeping The Customer Satisfied#1) shows that patients offered research opportunities are more likely to report higher satisfaction levels with their care, and even more likely to do so if they go on to participate in research. The NIHR’s annual Ok to Ask campaign offers the NHS opportunities to promote research participation as an aspect of care.