

ABSTRACT

New ways of measuring patient perspectives in healthcare systems

One significant drawback with existing methods of measuring patients' perspectives is that the questionnaires and surveys are usually designed without first exploring patients' opinions on the subject in question. PatientView, however, with the support of various academics and patient organisations, has developed a two-stage survey methodology that overcomes this problem. The first stage of the process creates patient-friendly surveys with open-ended questions that allow patient groups to contribute their viewpoints during the period of survey design. The second stage, the patient group statements are then formulated into a multiple-choice questionnaire for patients. The patient respondents are asked to specify their topmost priorities in the list effectively supplied by patient groups. Priorities can then be established for patients of different age groups, genders, levels of affluence, regions of the country, etc.. The approach was published in a July 2008 article in a peer-reviewed journal [Alexandra Wyke, et al, 'What is 'quality of life' for patients?', *The British Journal of Healthcare Management*, July 14th 2008, vol 4, issue 7, pages 280–287], which was funded by NovoNordisk. The two-stage methodology is particularly effective at enabling researchers to discover the priorities of different sub-categories of patients within the area of study.

The approach was subsequently tested in a study of patient safety, clinical quality, and the patient experience in London, commissioned by NHS London, February-March 2008. 82 patient groups responded to the first stage of the process, and 608 patients and carers responded to the second stage. Results presented to NHS London as a report.

PatientView is also currently conducting a further study using the above methodology for the National Audit Office as part of its efforts to examine the effectiveness of services for people with rheumatoid arthritis (October-December 2008).