Creating an effective means of capturing cancer care experiences

Chris Donkin, Danish Cancer Society

454

Disclosure of Interest: None Declared

Aim and strategy

- To collect unique experiences from people affected by cancer
- Sources: face-to-face, telephone and online meetings
- Free text extract of conversations
- Consent from informants
- Focus on patient pathways and performance of health care system

Method and outcome

- Ongoing, systematic collection of data
- Immediate action and/or report twice a year
- Provides organization with real time information and documentation on health care issues
- Valuable tool for dialogue and influencing major health care providers and authorities
- Do things right AND do the right things!