

# UNDERSTANDING PATIENT CLINICAL TRIAL EXPERIENCE

## IMPLEMENTING A REGULAR FEEDBACK PROCESS

### Improvement opportunity

There has been an identified gap in our understanding of patient experience in the clinical trial setting, which was limiting our ability to effectively improve clinical trial services to cater to the needs of our patients. The implementation of the [National Clinical Trials Governance Framework](#) issued by the Australian Commission on Safety & Quality in Health Care gave us the opportunity to develop a process of collecting such patient feedback, so that we can better understand the needs of our clinical trial patients and optimise our clinical trial services accordingly. Research Support Services developed a survey, in consultation the Patient Experience team, and the Research Managers Group, that was open from August-September 2025 and will be conducted each year.

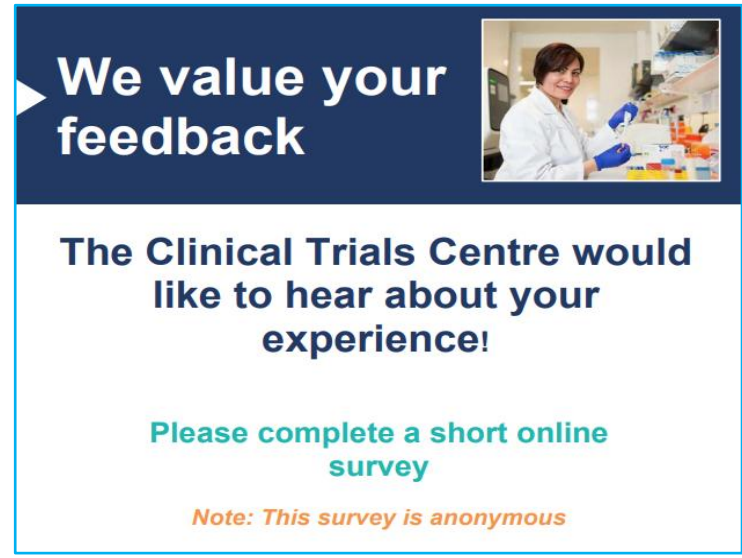


Image of the flyer that was circulated to promote the survey.

### How we engaged consumers

The survey was set up after extensive consultation with the Patient Experience Survey Working Group, including a Consumer Advisor member, and the Research Strategy & Governance Group, which involved two Consumer Advisor members as well. Consumer Advisors feedback received during the working group sessions and via out of session emails was taken into consideration and the survey questions were tailored as per their suggestions.

The flyers and posters to promote the survey were also developed with support from the Patient Experience team, who ensured that the material was easy to understand by all patients.

### What changed

The survey received **41 responses**, majority of them providing positive feedback regarding the clinical trials services and the excellent level of care provided. There was a post survey meeting held by the Patient Experience Survey Working Group, to go through the results and discuss potential solutions for the concerns raised. **The following are some (not all) of the changes made to improve clinical trial services:**

- Posters displayed in the Clinical Trial areas to help inform patients about providing feedback and accessing support.
- Setting up 'book-nooks' and activities to create a more pleasant waiting experience.
- Amending appointment reminder SMS messages to notify the patient beforehand of any unexpected delays.
- Providing refreshment voucher to help with longer waiting times.



Images of a two of the posters created for clinical trial patients as a result of the survey.