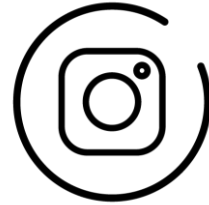


Note

Please feel free to photograph and share these slides on social media.

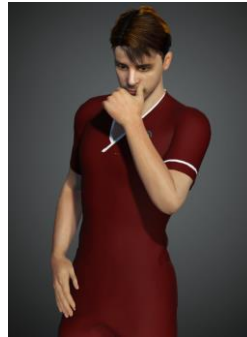


Conflict of Interest Disclosure

- The speaker has nothing to declare.



The design and evaluation of a virtual tour of a Radiotherapy department to improve patient experience.



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Aims and objectives

Our approach here has been to make further use of technological enhancements in a virtual setting, with the following key aims:

1. To be proactive in meeting patients' information requirements and resulting in that *"much happier now I know what's going on"* feeling earlier in the patients' journey; by listening directly to the patient voice.
2. To provide key information using a virtual tour negating the need for an extra hospital visit.
3. To engage with patients and colleagues to test the effectiveness and evaluate the virtual tour, so providing evidence for further development.

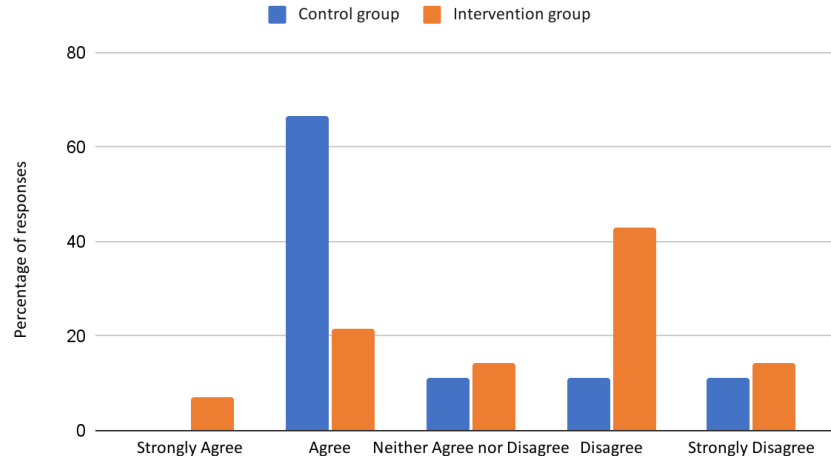
- 23 survey responses were completed by patients; 9 patients in the control group and 14 patients in the intervention group
- 17 members of staff attended a consultation session



Attending the Radiotherapy department for the first time

Patients were asked if they felt anxious about attending the Radiotherapy department for the first time, **66.7% of patients in the control group** reported feeling anxious about attending for the first time, reducing to **28.6% in the intervention group**.

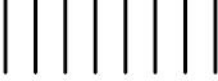
I feel anxious about attending the Radiotherapy department for the first time.



*“Anxious about..
the unknown”*

*“not now that
I’ve seen the
video”*

*“the centre looks
friendly and has
put me at ease”*



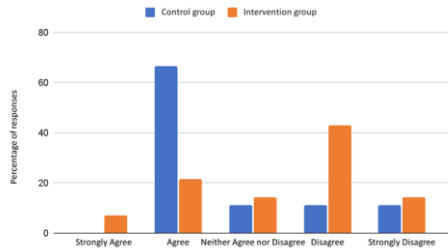
Practical information

- **85.7%** of patients reported knowing where to go for their appointments after watching the video compared to only **33.3%** of patients in the control group.
- The virtual tour shows the avatar walk through the ‘pass through’ changing rooms, explaining how they work and also how patients will be called using the queue calling system. **92.9%** of patients understood the changing room system after watching the video, compared to **55.6%** of the control group.

Knowing what to expect in the treatment room

- **85.7%** of patients who watched the virtual tour felt they knew what to expect in the treatment room, **compared to only 33.3%** of the control, with comments such as *“the video helped”*, *“excellent idea”* and *“alleviates the concerns about where to go and what to expect ahead of that first visit”*

I feel anxious about attending the Radiotherapy department for the first time.



Staff consultation

"I think it is a good alternative to patient open evenings"

"I like that it shows you into the treatment room, very informative"

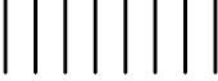
"Removes fear of unknown for patients"

"I like that the avatar is wearing our uniform so patients know what to expect"

Next steps

- Digital advert for clinical open days
- Brachytherapy department
- Metastatic spinal cord compression patients
- Site specific information for common cancers





Any questions?

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