

digitalhealth

REWIRED
BIRMINGHAM 12-13 MARCH 2024

Headline Sponsors:

Graphnet
Transforming Care

System
Connecting Care

tpp

Diana King

Patient and Career Advisory Group (PCAG) member &
Patient and Public Involvement (PPI) contributor



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Patient and Carer Advisory Group (PCAG) member and Patient and Public Involvement (PPI) contributor

A Royal Marsden patient involved in the Trust's Connect Digital Health Record transformation programme (Epic platform)

Patient portal build

- Patient and Public Engagement Steering Group
- Patient Experience Workgroup

Implementation and optimisation

- MyMarsden PPI Group
- Active MyMarsden patient portal user

Key take-home points

The importance of...

- Managing expectations
- Access and inclusion
- Usability and personalisation
- Accuracy of patient data and personal information
- Language and wording – it really does matter!
- Testing with patient and carer representatives involved
- Easily accessible and well-informed support
- Communication/ message consistency across multiple channels
- Simple and visible feedback routes

Patient and carer involvement from the outset and throughout