

WHAT FEEDBACK MECHANISMS DO STAKEHOLDERS IN PALLIATIVE CARE CONSIDER EFFECTIVE?

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This study explores the views of stakeholders in palliative care on the ways they consider that the findings from instruments to monitor the quality of care should best be fed back to them so that they have an impact on services provided or lead to changes in practice.

During semi-structured interviews 36 stakeholders in England, from a range of clinical and managerial roles within generalist and specialist palliative care, were asked to give their opinion about the use of league tables and diagrams, to reflect on their advantages and disadvantages, and to make suggestions for the ideal feedback tool.

Most of the stakeholders were not in favour of the use of league tables. They considered diagrams as more valid and beneficial. Pictorial representations were generally preferred over numerically based systems, and qualitative information was received more positively than pictorial feedback.

The stakeholders preferences were shaped by the nature of palliative care and the context of the institutional realities they have to function in.

This study has provided valuable insights into feedback strategies and methods conducive to support decision-making, a subject which is little studied. The presentation will place these findings in the context of the broader research and policy processes and make recommendations for the integration of research findings into policy and practice.