

# Liverpool Head and Neck Patient Concerns Inventory [PCI] Patient Information Leaflet

This leaflet has been designed to introduce you to Patients Concerns Inventory [PCI]. The version specific to head and neck cancer is the PCI-H&N.

## ■ What is PCI?

PCI-H&N is used in the Head and Neck cancer (oncology) out-patients clinics. It is a list of 57 items that patients and their carers might wish to mention in their consultation. There is also a list of 17 team members they might specifically wish to see or be referred on to.

It has been developed in partnership with patients and has been successfully trialled at Aintree University Hospital. During the PCI trial, patients made the following comments:

- ▶ *"It made it a bit more personal"*
- ▶ *"Reminds me of the points I want to discuss"*
- ▶ *"Allows consultation to get straight to the point"*
- ▶ *"Encourages me to talk about things I would otherwise not discuss"*
- ▶ *"If it helps you it's fine by me"*

PCI-H&N was developed over a period of time by listening to our patients and carers. We found there are many issues they would like to bring up in their consultation.

PCI acts as a memory prompt to help patients to address the issues that are important to them in their consultation.

## ■ What happens?

When you attend your appointment, you register as normal at the clinic reception desk. The PCI is in addition to your clinic consultation and can be completed at every routine review appointment. It is completed by computer or paper, depending on the availability of the computer on the day of your appointment.





Completing the PCI is voluntary and you don't have to do it. If you don't take part this will not affect the quality of care you receive but the information from the PCI will not be available during your consultation.

If doing the PCI by computer, you will be taken by a volunteer to a separate room in the clinic to do the PCI before your appointment. You will not lose your place in the clinic order. It takes approximately 10 minutes to complete. The PCI is filled in by touch screen computer and the volunteer will make sure you can work the system.



The information from the PCI will be printed off so you have a copy and another will be put in your case notes for the consultation. The information from the PCI is then ready for your doctor and you to discuss as part of a routine clinic visit. Once you have completed the PCI you will be seated back in the waiting area ready for your consultation.

If completing the PCI by paper, you will be given the paper version by the clinic nurse whilst you are waiting. Please complete the PCI and bring it with you into your consultation.

All information is confidential. Access to the information is password-protected and limited to only a few people. No individual's name or other details are used. Identification is by NHS number only. Ethical approval and your consent would be sought to use this information for educational purposes.



As a development we are now rolling out the PCI-H&N across 10 hospitals in Merseyside and Cheshire. Patients and staff are part of the evaluation. Feedback will help shape how we use the PCI-H&N in the future.

More information can be found at the Patient Concerns Inventory website. Also please don't hesitate to ask about the PCI as we want it to be a way to help you and the doctors and nurses at your consultation.

If you wish to give any additional feedback about PCI please write to me in confidence:  
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