Survey on patient's perspective about Integrated Western-Chinese Medicine Pilot Programme in Palliative Care (TMH)
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Introduction
Integration of Chinese and Western medicines (ICWM) was newly designed in-patient service in public hospital. It includes both Chinese medicine (CM) and acupuncture service for 6 symptoms control in cancer palliative unit. Since the service is voluntary and payment involved, patients’ experience is a key factor for service effect and quality improvement.

Objectives
1. Develop valid instrument to measure and monitor patients’ experience and satisfaction to ICWM service
2. Find out service gaps and the area for improvement to enhance quality of service care
3. Review ICWM service and make further recommendations

Methodology
A satisfaction survey is developed and carried out by ICWM workgroup. The satisfaction questionnaire is consisted of 13 items on different areas (1) Payment (2) Staff (3) Treatment (4) Location and Environment. Questions are structured (10- Likert scale) avoiding inability and unwillingness of patients to answer. Open-ended questions are also included to get more rich insights.

Result
Total 19 patients (M=15, F=4, mean age = 64) and 14 relatives completed the
questionnaires. Average score for overall satisfaction was 8.11 (Min 1, Max 10). 100% respondents would recommend ICWM programme to others. Other details are: (1) Payment (Service Fee: 6.17, Payment method: 7.17) Only self-financed patients are required to answer this aspect. Over 30% requested to reduce service fee. 25% suggested cutting the fee by half. 12% reflected paying by Octopus card was inconvenient and suggested other payment methods. (2) Staff (Staff attitude: 8.32; Explanation of Program: 7.89, Explanation of CM treatment plan: 7.94) Most patients were satisfied with the average scores over 7. (3) Treatment (Effectiveness: 7.06, Number of CM received: 8.56, Number of Acupuncture received: 7.67, Discharge plan: 8.67) There was a significant decline in quality of life (QOL) Symptom Score (Mean of Pre-Score=37.4, Mean of Post-Score=33.5, P=0.016) and Pain Score (Pre-Score = 4.9, Post Score=3.3, P=0.011). The severity of symptom was reduced and QOL was enhanced. (4) Location and Environment (Location: 8.61, Environment: 8.22) Respondents were satisfied in-patients environment with scores over 8. Overall, patients and their relatives were satisfied with ICWM service. Currently ICWM programme is at pilot phrase with the limitation of small sample size. Further investigations and analysis will be conducted for service improvement.