
FRM 7960 PILOT CONSENT FORM – HIGH-LEVEL EVALUATION SUMMARY

Overview of pilot consent and evaluation outcomes

PILOT EVALUATION OVERVIEW



OVERALL SENSE FROM PARTICIPANTS: A LARGELY POSITIVE DIRECTION

Positive User Feedback

Most respondents found the revised consent form **easier to complete** and noted **improved flow** in the process.

Neutral and Cautious Views

Some users expressed **neutral** impressions linked to **first-time** use rather than **opposition** to changes.

Limited Negative Feedback

Negative opinions were **few** and focused on **wording clarity** and **layout confidence**, not core principles of consent process.

Broad Acceptance and Adaptation

Overall feedback shows **broad acceptance** and **SR willingness to adapt** and continue using the form.

WHAT WORKED WELL: USABILITY, FLOW, AND FAMILY EXPERIENCE



Streamlined Layout and Flow

The form features a **smooth, coherent flow** making it feel like a natural conversation rather than a checklist.

Integration of Consent Sections

Combining organs, tissues, INOAR, and research into one section **reduces document switching** and **simplifies process**.

Family-Centered Experience

Consolidation **lessens psychological burden on families**, making the form less daunting and time-consuming at first glance.

Alignment with Experienced Practice

The revised form supports staff to provide **focused, proportionate information** consistent with best consent practices.

POSITIVE FEEDBACK: ILLUSTRATIVE VERBATIM COMMENTS

Ease and Convenience

Participants **praised** the form for **consolidating information**, making it **easier** and **less overwhelming** for families.

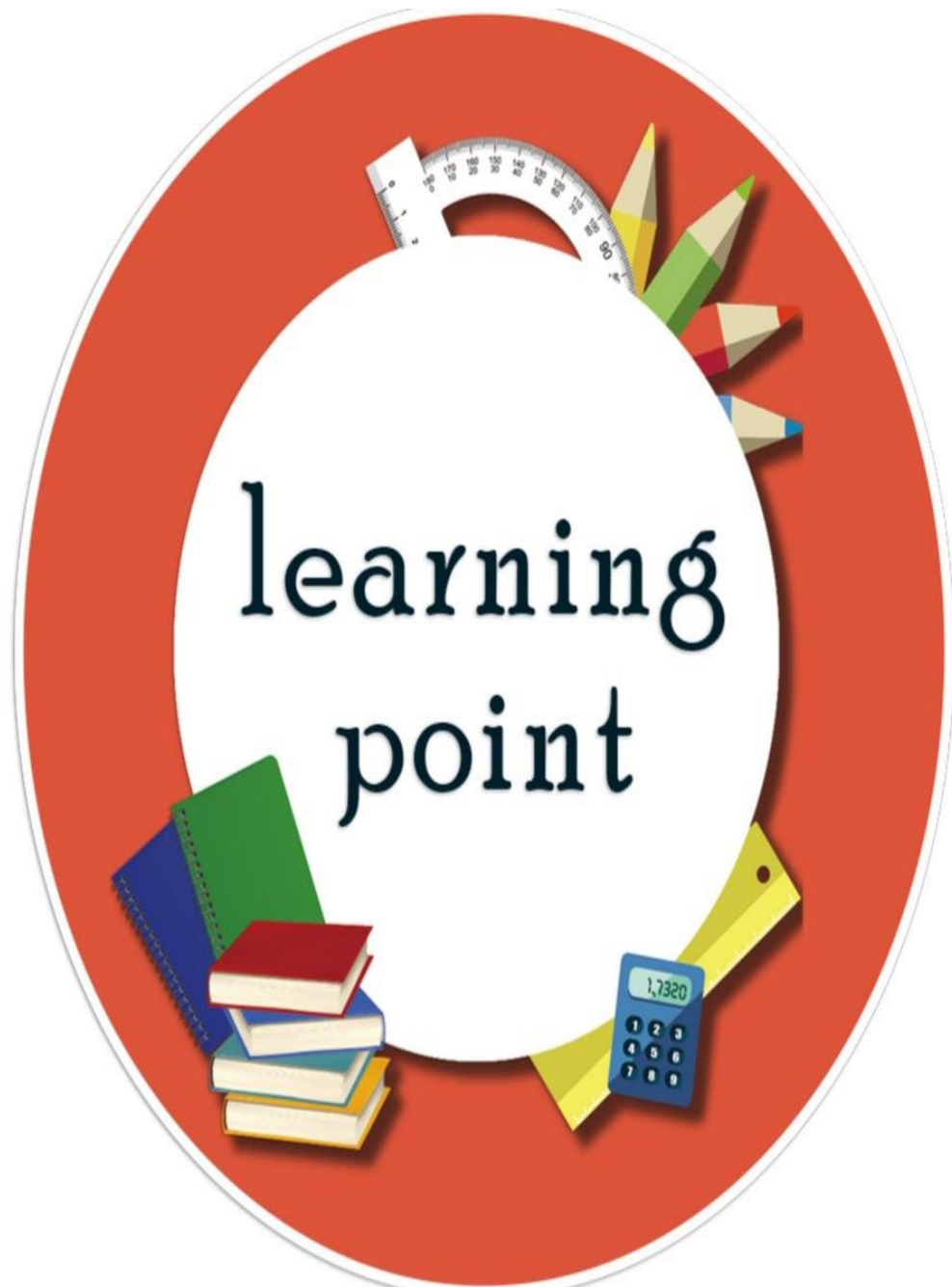
Natural Communication Flow

The form **supports natural conversations** by aligning with **established communication styles** rather than imposing rigid formats.

Positive Endorsement

Strong professional support was expressed by participants urging **not to revert to the old form**.





CHALLENGES AND LESS POSITIVE FEEDBACK: KEY LEARNING POINTS

Recurring Challenges Identified

Pilot feedback highlighted issues with **question wording**, structure, and centre-specific study distinctions.

Impact on User Experience

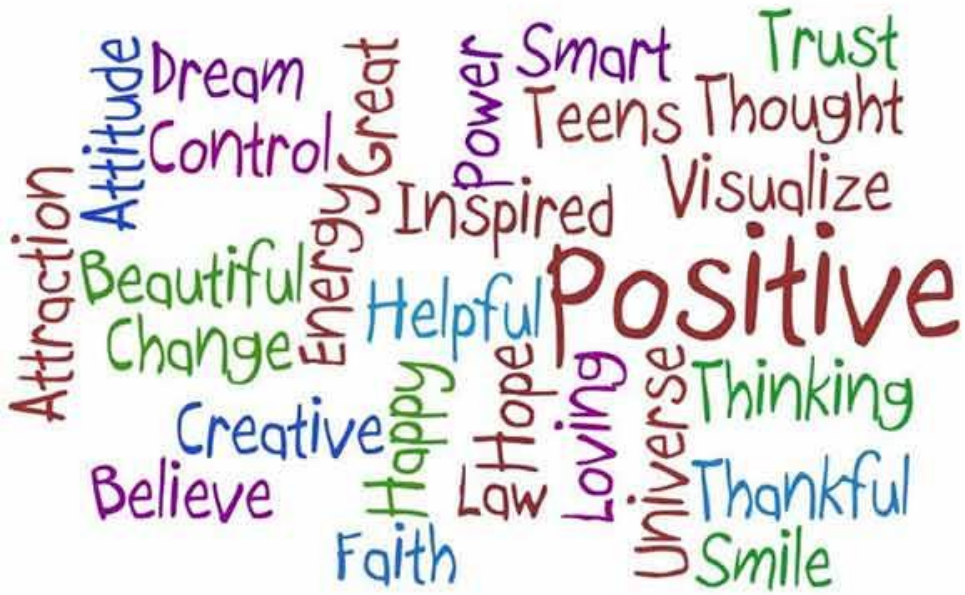
Respondents **paused to re-check prompts**, disrupting flow especially during early use of the form.

Learning and Adaptation

Difficulties were related to **user familiarity** and **expected to improve** with practice **over time**.

Positive Outlook Despite Issues

Even those with concerns acknowledged the **overall benefits**, encouraging **refinement** and support.



OVERALL CONCLUSION: A POSITIVE MOVE WITH REFINEMENT NEEDED

Positive Evaluation Outcome

The pilot consent form is widely seen as easier, **more aligned**, and considerate of the family experience.

Constructive Feedback Focus

Critical feedback is limited and focused on clarity and minor refinements rather than rejecting changes.

Staff Support and Familiarisation

Supporting staff through **familiarisation** is essential to ensure smooth implementation of the revised form.

Future Improvements

Targeted wording adjustments and enhanced guidance will help the form deliver meaningful improvements from the SRs themselves.

THANK YOU!

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- London, Yorkshire & North West ODSs running the pilot
 - Everyone in the Consent Form Working Group
 - Everyone in the ODMT group for supporting the pilot
 - Patient Safety
 - QA
 - Research Team
 - Digital
 - Education Team
 - NORS Teams
 - Heart Valve Banks
 - Islet Cell Labs
 - Eye banks

