

How can the patient evaluate quality of care?

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No conflicts of interest to declare

- Hippocrates oath clearly excludes any conflict
- Convergence of interest is about patient's health, life, and quality of life

Proposed alternate titles

- What does the doctor think the patient thinks and wants (the eternal communication process question)
- What does the ESGO can do to foster the relevance of patient's questions (and the doctor's knowledge) on quality ?

What is low quality ?

- Sheer ignorance
- Inability to master the technique
- Unavailability of equipment or drug
- Overloaded with work, no time to learn, train, speak

How does the patient can impact

- Asking questions about benefits/risks of the procedures/treatments (survival, disease-free survival, quality of life)
- Asking questions about standards and guidelines
- Asking whether there is or not an alternative option
- Asking about caseload/experience
- Taking a second, independent, expert opinion – check the names on Pubmed – before treatment
- Beware of forums and personal network, rather rely on independent doctors, however not always relevant

The role of ESGO/ENGAGe

- Elaborate all the necessary documentation on the state of the art (recommendations and guidelines) in the (geographical) European context, and associated quality indicators
- Make them available to members and non members (textbooks, website, e-academy)
- Foster patients involvement by translating the products in « lay » language (English to English, then English to local language)