

Mary's Story

“I'll miss it...”



I joined my trial at the William Harvey Research Centre because I received a letter that had a Barts letter heading through my GP surgery. I only wanted to pursue it because of the reliability of the source, I saw that it was tied with Barts and knew that they held a strong reputation and history of quality work. I trusted them more than I would have if it were only from my GP. With my GP, it feels like they are bent on not doing anything unless they absolutely need to. I do not trust big pharma within itself, I don't think they are there for the patients first. With Barts and with the William Harvey Research Centre though, I feel like the reputation and patient-focus shows through very distinctly.

Here, I don't even feel like I need to remember all the steps it took for my trial, the staff are so knowledgeable and I trust them to do what is safest and best for me. I get personalised care. I'm no longer just a number like I am with medical care outside of the Centre.

I can even give an account of my experience here and have this opportunity to share my story, which makes it more interesting for me. There is an impressive amount of transparency at the Research Centre that makes getting information easy. In particular, I appreciated knowing the link with the pharmaceutical company for my trial.

I made sure it was an outlet that held a good reputation. If I can't find a lot about a place, I don't like to trust it. I think that if people cannot speak their mind, they disengage instead of being loud. I like to look carefully for that disengagement and don't see that with the Research Centre here, which is incredibly reassuring.

I expect to be able to have my questions answered and to have information. I have that here and they always follow through with all of my concerns and make sure I understand everything and that I am well taken care of. This place has not been a hardship in any way, I will miss how well I was listened to here and how well I was looked after.

