

PATIENT SATISFACTION SURVEY IN UROGYNÆCOLOGY CLINICS AT A UK DISTRICT GENERAL HOSPITAL 2011

Hypothesis / aims of study

Urogynaecology assessment in Outpatient Clinics can involve an intimate examination which from the patient's point of view it can be a very intimidating experience and should be done with due consideration and utmost respect for the patient's private space. It is extremely important to make the patient feel comfortable and our survey was aimed at gauging the patient's response to the way the Urogynaecology clinics are run at Stafford General Hospital and to see if any further improvements can be made.

Study design, materials and methods

A Questionnaire was prepared in consultation with Patients Advisory Liaison (PAL) Officer at the Trust to cover various areas of patient satisfaction objectives.

Clinics at both hospital sites of the NHS Trust were covered. It was done prospectively and 100 questionnaires were handed over 3 months. The questions included the grade of doctor who saw the patient, their conduct, patients comfort level, quality of consultation, waiting times, clinic set up and respect for patient's privacy. The responses were marked on a scale of 1-5 with 5 being the best and 1 being the lowest.

Results

The results showed that most of the patients' (82%) were seen by senior team members with 50% being seen by the consultant. The quality of the consultations was very good with 99% women saying they would be happy to see the doctor again. 74% patients were seen within half an hour of their appointment. Vast majority of patients were happy with the clinic setting and attention to their privacy.

Interpretation of results

The results showed that the Urogynaecology clinics at the Mid Staffordshire Trust were run to a very high standard with an overwhelming number of patients being extremely satisfied by it and happy with the level of care they received. While 25% of patients had to wait for more than half an hour to be seen it did not seem to have had a detrimental effect on the patients' overall experience. The questionnaire was over 2 pages and some women missed the 2nd page completely (14). We feel satisfaction percentages for those areas covered on the 2nd page which included clinic settings and privacy would have been a lot higher had those pages not been missed. Efforts are underway to improve it even further so that the satisfactory experience level in some of the categories can be upped to very comfortable in the satisfaction scores.

Concluding message

The above survey highlights the emphasis placed on patient care by the Department of Urogynaecology at Mid Staffordshire Hospital Trust. It shows the effort put in by the team has led to a provision of an extremely successful service with a very high level of patient satisfaction.

Disclosures

Funding: nil required **Clinical Trial:** No **Subjects:** HUMAN **Ethics not Req'd:** It is a patient satisfaction survey of services and not a study **Helsinki:** Yes **Informed Consent:** Yes