

**PATIENT SATISFACTION AFTER URODYNAMICS – A PROSPECTIVE STUDY.**Hypothesis / aims of study

Urodynamics studies (UDS) is widely used to assess the function of the lower urinary tract. The main aim of urodynamics is to reproduce the patient's symptoms and to provide a pathological explanation for the patient's problems. Invasive urodynamics have been associated with a great deal of physical discomfort and emotional distress which may decrease satisfaction and increase anxiety. Studies have shown that patient satisfaction is of great importance. Satisfied patients are more likely to continue using services, comply with treatment and have better health outcome measures [1]. Patient satisfaction studies have also been carried out by others [2] [3]. We have compared our results to the other centres.

Aims

To determine patient satisfaction with invasive urodynamics and assess the level of anxiety in patients prior to the procedure.

Study design, materials and methods

50 patients attending cystometry and videocystometry were prospectively surveyed with a questionnaire containing 10 questions. A 10 point visual analogue scale was used to assess level of satisfaction and anxiety (0=not at all to 10 = extremely) [Table 1].

Results

There were 30 males and 20 females who took part in the study. Mean levels of anxiety for patients was found to be 6.14, with females having a higher anxiety levels (6.95) than males (5.6). The anxiety levels were significantly higher in this study as compared to other centres [2] [3]. More than 95% of patients were very satisfied (8-10 on the visual analogue scale) with the support of the staff, the explanation provided before, after and during the procedure. More than 95% of patients would recommend having this procedure at our hospital to a friend. This compared favourably to studies carried out at other district hospitals.

Concluding message

High levels of anxiety were seen in patients in this study prior to urodynamic studies compared to other hospitals. However, overall patients were very satisfied with the whole experience and the support provided by the doctor and the rest of the healthcare team. More time should be spent with the patients in clinic to explain the procedure and alleviate any worries or concerns they may have. Written explanation should be provided so that the patient can read at home. Further explanation should be carried out by the doctor prior to the urodynamic studies.

Table 1:

Urodynamics – Patient Satisfaction Questionnaire

Could you please complete this survey by circling your choice. This is a questionnaire on how you found the service that was offered. Whether you choose to take part or not will NOT affect your future treatment or care in any way. Your answers will be treated in confidence.

The scale is from 0-10 with 0=not at all and 10= extremely

1. Gender

Male                      Female

2. How long did you have to wait from being seen in the clinic to having the procedure?

Less than 4 weeks              4-6 weeks              6-8 weeks              More than 8 weeks

3. How satisfied were you with the explanation of the procedure provided by the doctor and information leaflet?

0      1      2      3      4      5      6      7      8      9      10

4. How anxious were you before the procedure?

0      1      2      3      4      5      6      7      8      9      10

5. How satisfied were you that the parts of the procedure that were uncomfortable were adequately explained by the doctor?

0      1      2      3      4      5      6      7      8      9      10

6. How supportive were the healthcare staff during the procedure?

0      1      2      3      4      5      6      7      8      9      10

7. How satisfied were you that your privacy and dignity was maintained during the procedure?

0      1      2      3      4      5      6      7      8      9      10

8. How satisfied were you with the explanation of the results provided by the doctor?

0      1      2      3      4      5      6      7      8      9      10

9. How satisfied were you with the overall experience of the procedure?

0      1      2      3      4      5      6      7      8      9      10

10. Would you recommend having this procedure at this Hospital to a friend?

Yes                      No

References

1. Shaw, C et al, 2000, "Patient satisfaction with urodynamics: A qualitative study", Journal of advanced nursing, vol. 32, no. 6, pp. 1356-1363.
2. Ogah, J et al, 2007, "Patient satisfaction with urodynamics. What role does staff support and patient information leaflet have on psychological morbidity?" International Continence Society Abstract 543
3. Affifi, K et al, 2009, "A Re-Audit of the Urodynamic service. A UK District General Hospital experience" International Continence Society Abstract 874

Disclosures

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