

A service audit to investigate patient satisfaction with Urodynamic studies

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ABSTRACT

The purpose of this project was to ensure high ongoing patient satisfaction within the Urodynamic department, and to address any areas where patient satisfaction is low.

Investigating patient experience is a basic requirement for Improving Quality In Physiological Services (IQIPS) [1] and should be regularly investigated to drive positive change within the department.

This study was conducted following the UPSTREAM study to assess patient experience of urodynamics.

METHODS

Over a period of 3 months, 64 patients (37 women, 23 men, 1 undisclosed gender) were given the anonymous ICIQ-S-UDS questionnaire post-urodynamic test. The questionnaire was used to assess patient satisfaction with the Urodynamics department at North Bristol NHS Trust.

The questionnaire contains 9 closed ended question and a scale rating (0-10).

Results were recorded on Envoy and transferred in Excel for data analysis.

RESULTS

The majority of the feedback from the ICIQ-S-UDS was positive, however some areas of improvement were identified. 4 of the 9 questions are displayed below highlighting the positive and negative feedback.

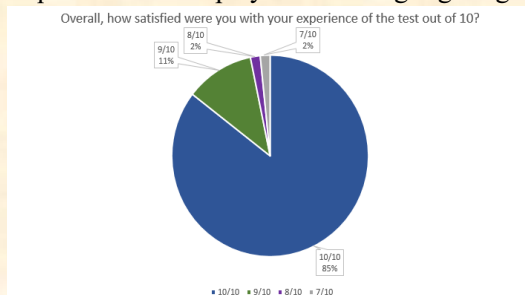


Figure 1: All patients scored their satisfaction 7/10 or above. The majority scored their satisfaction as 10/10.

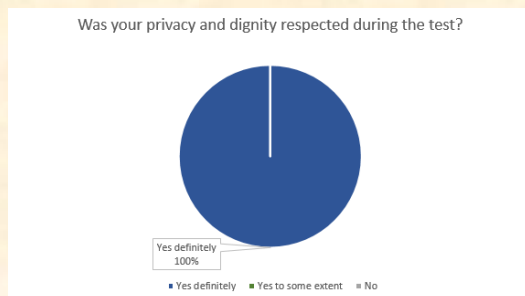


Figure 2: All 64 patients reported respect for privacy and dignity during the invasive test.

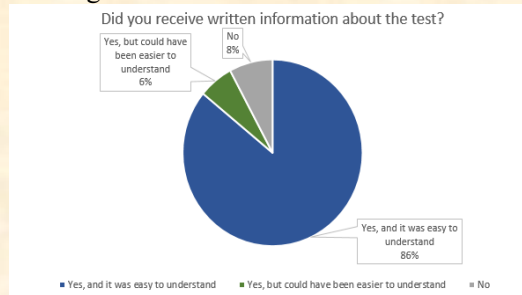


Figure 3: Whilst the majority of the patients received information prior to the test, there were 5 individuals who did not.

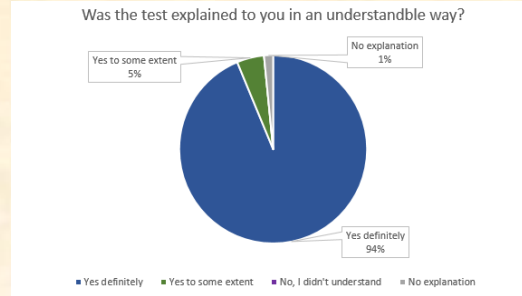


Figure 4: 1 patient denied having an explanation of the urodynamic test before signing the consent form.

Other questions included in the ICIQ-S-UDS: Were you given the opportunity to ask questions? Were the staff competent and professional? Did the staff do everything they could to make you comfortable during the test? Would you recommend the department to family/friends suffering with similar problems? Was the outcome of the test explained to you?

CONCLUSIONS

Overall satisfaction rates were high, which support findings in the UPSTREAM study [2]. Previous studies have shown that patients were anxious and embarrassed during urodynamics [3], so it's a great success that 100% of the patients felt their privacy and dignity were respected.

There were areas of improvement identified, specifically patients receiving written information about the test. Although we have to consider late bookings, patients should still be provided with some correspondence, whether letter or email.

Also an area for concern was one patient denying a test explanation before urodynamics, which is crucial for informed consent to be given. This result was flagged to all urodynamic practitioners at the time of data analysis.

In the future, regular service audits will be conducted to monitor patient satisfaction and track improvements within the department. This will also support the department in addressing issues or complaints, whilst following the NHS Patient Experience guidelines [4].

REFERENCES

- 1] <https://www.ukas.com/accreditation/standards/iqips/>
- 2] Selman et al, 2018. Recommendations for conducting invasive urodynamics for men with lower urinary tract symptoms: Qualitative interview findings from a large randomized controlled trial (UPSTREAM).
- 3] Suskind et al., 2015. Patient perceptions of physical and emotional discomfort related to urodynamic testing; a questionnaire-based study in men and women with and without neurologic conditions.
- 4] NHS Institute for Innovation and Improvement, 2013. The Patient Experience Book.