



Patient Satisfaction and Acceptability of Manual Vacuum Aspiration

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Introduction

Manual Vacuum Aspiration (MVA) is a safe and effective alternative option for the management of first trimester miscarriage, termination of pregnancy, or retained products of conception (RPOC). MVA is performed in the outpatient setting in the Ambulatory Gynae Department, under local anesthetic and ultrasound guidance.

MVA has been available in Europe and USA for many decades. Several studies have shown MVA to be a safe, effective and acceptable alternative to Electric Vacuum Aspiration with very high success rates.

Ireland's first MVA clinic was set up in The Rotunda Hospital in April 2020. This clinic is held weekly with capacity for up to 5 patients. This facilitates women's choice in the management of early pregnancy complications. MVA reduces patient wait time for definitive surgery, duration of hospital stay, procedural costs and potential morbidity associated with general anesthesia.

Questionnaires are routinely given to patients to fill out following their MVA procedure and debrief. These assess patient satisfaction with the pre-procedure information received, privacy, analgesia, pain scores, staff communication and explanation, and whether they would recommend the procedure to a family member/friend. There is also the opportunity to leave a comment/suggestion. With the assistance and approval of the Rotunda Clinical Audit Department, we performed a retrospective audit of these questionnaires.

"I think a follow up phone call after a week would be helpful"

"I was very happy with my care- no improvement needed"

"Amazing staff - made me feel so at ease"

"Because it wasn't a big operating theatre I wasn't scared, it was comfortable, like a Dr's office"

"I had a previous bad experience - This was fantastic!"

"it is pretty painful but it is very quick"

"The contact numbers were clearly highlighted, and it was very well explained what to do if I had any problems"

Aims

1. Identify the number of women that underwent MVA from 1st July – 31st September 2021
2. Assess patients' pain scores following the procedure
3. Assess patients' satisfaction with the service
4. Identify areas for improvement

"Thank you for helping me!"

"It was uncomfortable during it but afterwards I had no pain at all"

"Amazing staff - Angels"

Results

- A total of 25 women underwent MVA between 1st July – 31st September 2021
- The survey was completed by 20 of these women, giving a response rate of 80%
- The wait time from referral from clinic to procedure date varied from 0 to 14 days, with a median of 3 days
- Written information was received pre-procedure by 95% (n=19) of women
- Two women felt that additional pre-procedure information would be beneficial
- Pain relief was taken prior to the procedure by 90% (n=18) of patients
- Antibiotics were taken pre-procedure by all patients
- Wait time from check-in to procedure was between 0-15 minutes in 70% (n=14), and between 15-30 minutes in the remaining 6 patients
- 85% (n=17) had an MVA performed, 15% (n=3) also had an IUCD fitted at time of procedure
- Pain scores ranged from 0 in one patient to 10 in another. The median pain score was 5
- 95% (n=19) of patients were overall satisfied with the procedure
- All patients reported that all staff introduced themselves
- 19 of the 20 women felt it possible to have a private conversation with a doctor/nurse
- Information was considered easy to understand by all patients
- All patients were happy with the communication from their healthcare team
- 95% (n=19) of patients agreed that everything possible was done to relieve their pain
- All patients felt they were happy with the level of privacy received while being examined and felt they were treated with dignity and respect
- All patients felt they were involved in any decisions made regarding their care
- 95% (n=19) of patients would recommend the procedure to a friend or family member
- Overall experience was ranked from 0-10, with a median value of 10
- Patients were also given the opportunity for comments/suggestions

Methods

- Anonymised patient satisfaction questionnaires are routinely given to patients following their MVA procedure
- These questionnaires consist of structured closed questions along with open-ended questions, to assess women's satisfaction in relation to all aspects of the MVA service
- Patient lists for MVA procedure from 01/07/21 – 31/09/21 were obtained from the Ambulatory Gynaecology Department to identify the number of women that had undergone the procedure
- Patient survey for this time frame were obtained from the Ambulatory Gynaecology Department
- A retrospective audit was performed
- The data was collected and analysed using Microsoft Excel

"I received lots of information beforehand - I felt very informed"

"the staff were very friendly. They made me feel relaxed and at ease."

"Everyone was very professional and courteous. This is a great service!"

"the contact numbers were clearly highlighted, and it was very well explained what to do if I had any problems"

Conclusion

Overall satisfaction with MVA was high with 95% of patients reporting they would recommend MVA to a friend or family member. Although some participants did find MVA uncomfortable, its short duration and minimal side effects negated this. The staff, location and set up of the clinic all scored highly among patients.

Appropriate pre-treatment counselling is paramount to ensure women are well informed prior to attending for MVA, thus ensuring its acceptability on the day of the actual procedure.

Facilitating women's choice in relation to management of early pregnancy complications is paramount in any early pregnancy setting.

This study highlights that MVA is an acceptable management option for early pregnancy complications.

References

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