

A PROJECT TO REVIEW PATIENT SATISFACTION AND IMPROVE OUTPATIENT HYSTEROSCOPY SERVICE AT ORPINGTON HOSPITAL

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We used British Society for Gynaecological Endoscopy (BSGE) OPH- Patient Satisfaction Survey Performa to collect data and to evaluate our current clinical practice.

20 questionnaires were used in October 2022, to review patients' experience and their suggestions.

In our department OPH was mainly diagnostic. Only 60% (12/20) women received adequate information prior to the procedure.

Patient Information received prior to the Procedure



During & after procedure

90% (18/20) women strongly agreed, (10% agreed) that they were treated with respect and dignity and were given enough privacy. 19/20 (95%) agreed they received adequate information about recovery and management plan. Overall, 85% women had excellent experience and 15% (3/20) reported good experience. 85% women agreed to have the same procedure in the same way if a further need arise in future.

Results

45% (9/20) felt procedure was painful, whereas 55% reported no pain or slight discomfort. While 3/20 (15 %) felt pain throughout their OPH. 60% patients who received information leaflet prior to the procedure, only 65% women took the painkillers before coming to the hospital, two patients reported that they were aware of the analgesia but decided not to take it. 3/20 mentioned they wish they knew about the pre-operative analgesia.

Recommendations:

Produce Local Patient Information Leaflet (PIL). Use of analgesia. Other options: Intracervical, paracervical, transcervical block, and topical analgesia should be mentioned to the women. Pre-procedure counselling is necessary, to help in reducing the waiting time.

Conclusion:

Hysteroscopy in outpatient setting is a safe, successful and well tolerated method without anaesthesia. Our data has suggested that despite pain 100% patient described good to excellent experience. 100% women agreed that they were treated with respect and dignity and were given enough privacy. Overall, more than 85 % of women considered the OPH service was good.

