

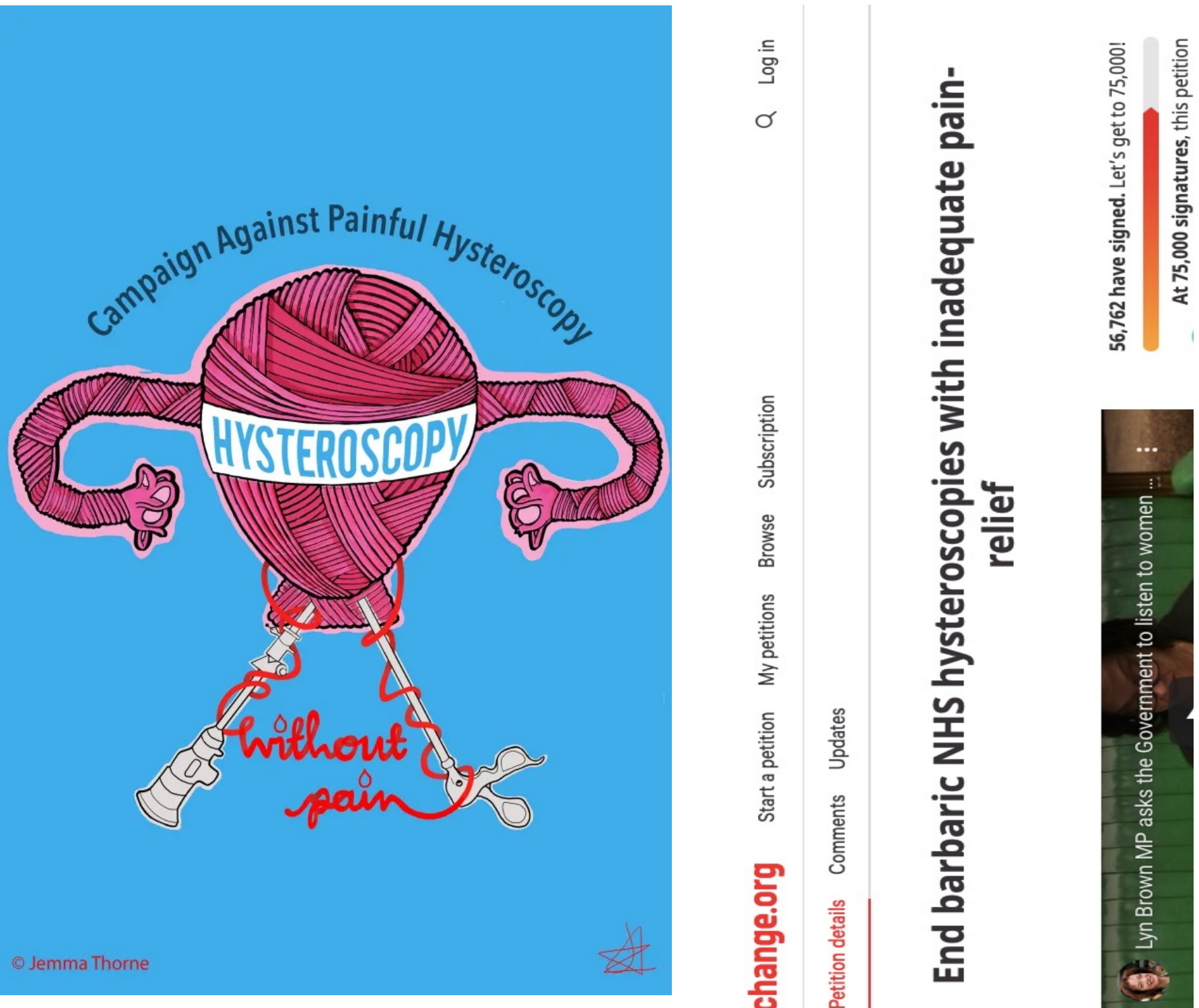
INTRODUCTION

Hysteroscopy is the gold standard for diagnosis of endometrial and structural uterine cavity abnormalities; newer miniature technologies have expanded the outpatient hysteroscopy (OPH) service to a “see and treat” practice.

There have been concerns expressed from patient groups, well publicised in 2020, about the variation in the quality of OPH service delivery and women experiencing unacceptable pain with long-term consequences.

In response, a new OPH patient satisfaction survey was developed using a multi-disciplinary approach with the BSGE alongside patient and public involvement. (1)

The aim of this audit was to measure women’s experience of the departmental OPH service to evaluate how to optimise patient experience and improve services.



METHODS

- Prospective qualitative survey of women attending the two-week rule (TWR) OPH at Royal Surrey County Hospital.
- Women attending the TWR OPH services from March to December 2022 were asked to fill out the BSGE questionnaire regarding their experience.
- Aspects such as provision of written information, the consultation itself, their experience and level of pain were recorded.
- 115 responses were collected.
- Results were compared to national data collected in 2020.



CONCLUSION

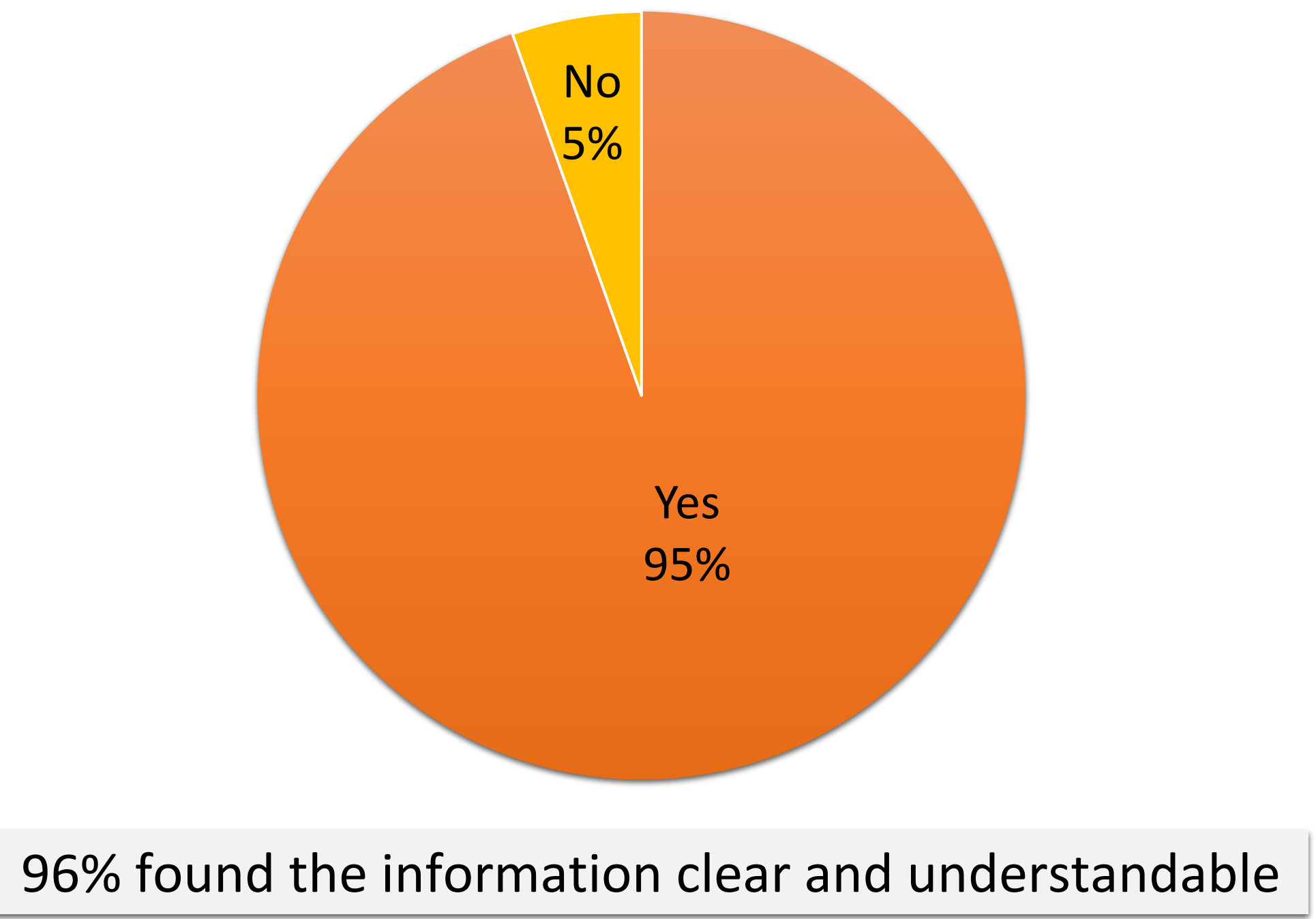
Procedure specific data for OPH procedures such as myomectomy and polypectomy were too limited to draw any conclusions. However, whilst pain was common, nearly all of the patients found the experience to be ‘very good’ or ‘good’ with the majority stating that they would choose the outpatient setting again.

When compared to the national averages, the OPH at RSCH either performed at a similar or higher level. Areas for possible improvement would be interventions to reduce pain and anxiety experienced during the procedure.

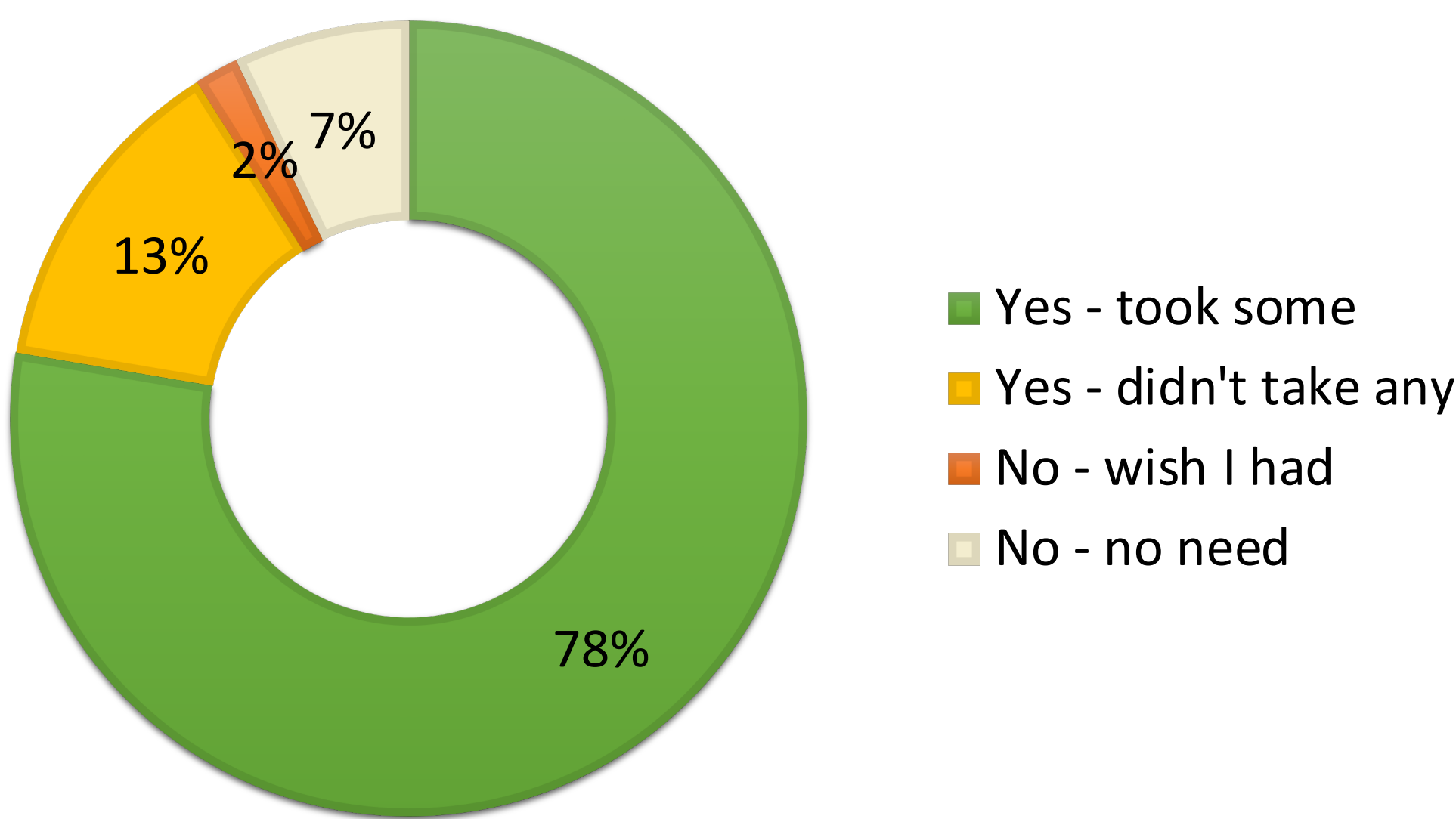
References:
1. Mahmud A, Smith P, Clark TJ. Benchmarking services in outpatient hysteroscopy (OPH): A quality improvement project. *European Journal of Obstetrics & Gynaecology and Reproductive Biology*. 2021; **259**: 211-221. DOI: 10.1016/j.ejogrb.2021.01.028

RESULTS

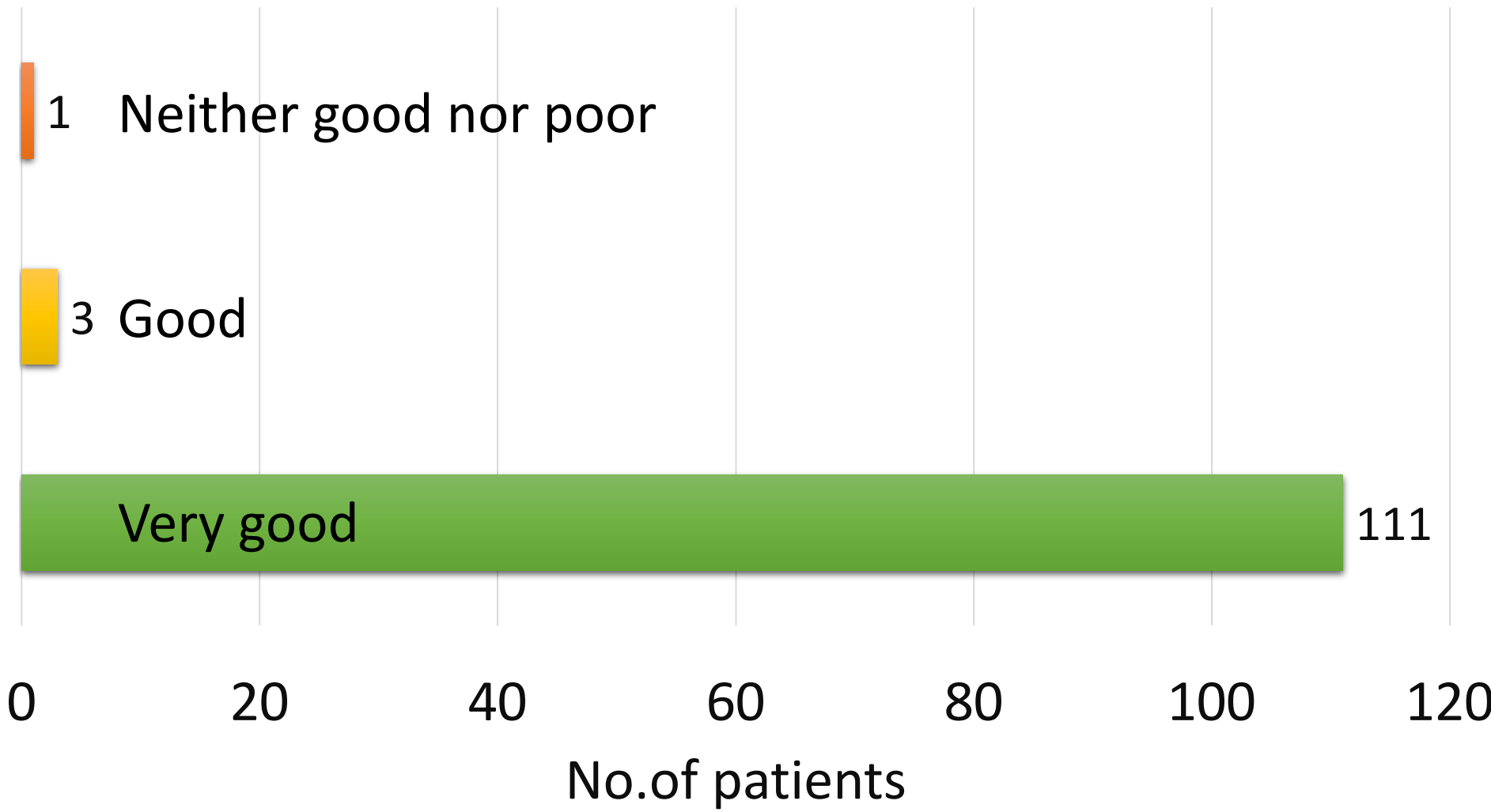
Did you receive pre-procedure information?



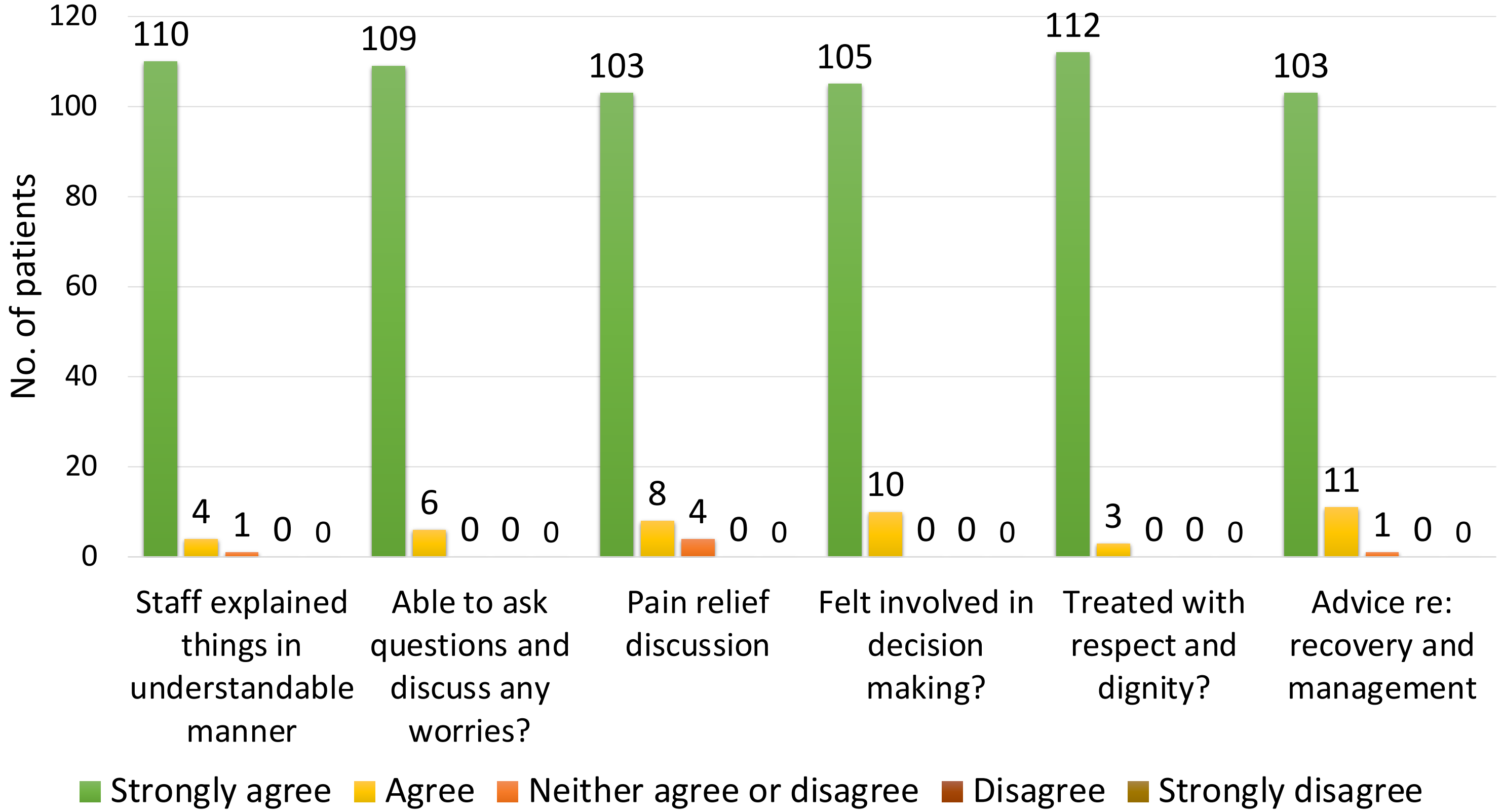
Did you receive advice to take painkillers?



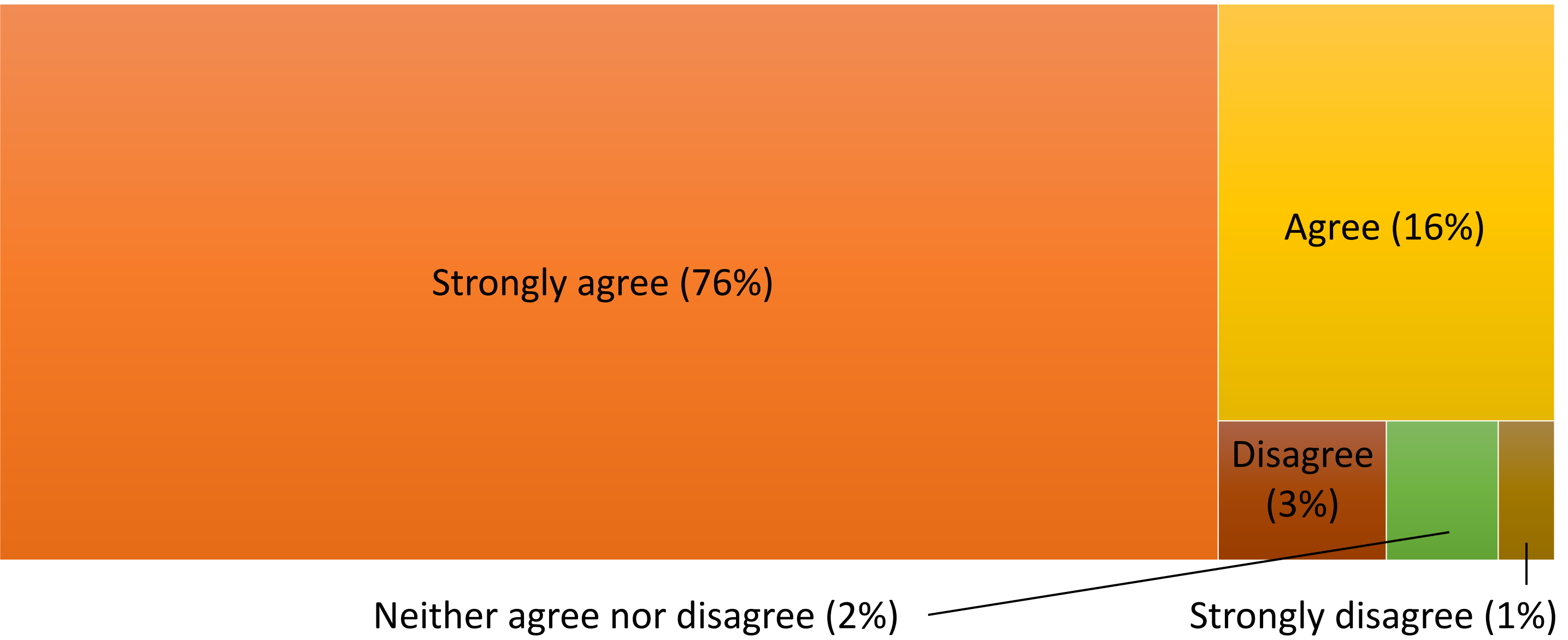
Overall experience



During the consultation



I would choose this this way of having the procedure again



- Most admitted to feeling anxious and experienced pain at 79% and 92% respectively. These are slightly higher compared to the national averages of 73% for anxiety and 87% for pain.
- Of those who felt pain: 90% considered the degree of pain as ‘somewhat’ or ‘slight.’
- Interestingly, 91% of patients who felt pain and 95% overall would choose the outpatient setting again, compared to 90% nationally.