

An Online Patient Satisfaction Survey for the One Stop Hysteroscopy Clinic

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BACKGROUND-

- Patient Satisfaction Surveys can provide useful data to improve practice.
- The BSGE has developed a survey to evaluate outpatient hysteroscopy services. Online surveys are less resource-intensive than paper-based versions and facilitate quicker implementation of suggested improvements.

OBJECTIVE- To design a user-friendly online Patient Satisfaction Survey for the One Stop Hysteroscopy Clinic

METHODS-

1. The BSGE outpatient hysteroscopy survey was adapted to a shorter, electronic format after liaising with the Patient Satisfaction Survey Team of the hospital.
2. The questions included were
 - *Did you receive any written information (e.g. a leaflet or instructions about where to acquire information e.g. on-line) prior to your appointment?*
 - *Did you feel that the information was clear and understandable?*
 - *Did you receive advice to take painkillers before the appointment?*
 - *What did you think of the waiting area, reception and facilities?*
 - *Staff explained things in a way I could easily understand.*
 - *I felt involved in the decisions regarding my care*
 - *I was given advice regarding my recovery and management plan*
 - *Did you feel distressed?*
 - *Please indicate what level of discomfort or pain you experienced during the procedure on a scale of 1-10*
 - *Did you feel listened to during the procedure?*
 - *I would choose this way of having the procedure if I were in the same situation again*
 - *How would you rate the care you received on a scale of 1-10*
 - *What did we do well?*
 - *Is there anything you feel we could improve upon?*

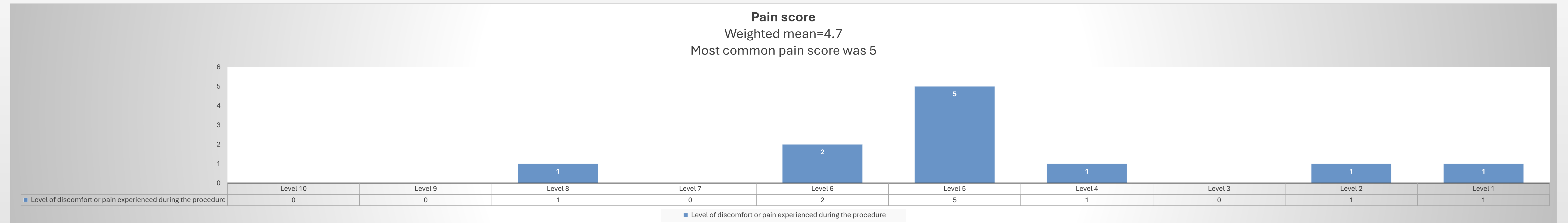
3. A QR code of the Microsoft Forms Survey was embedded into a poster. Users were requested to scan the code.
4. Feedback was collected from the form . The automatically collated results were analysed.

RESULTS-

- A total of 11 responses were received and analysed.
- The average time to fill the form is 3.39 minutes.
- 36% women did not receive any written information prior to the procedure.
- 91% Felt involved in the decisions regarding their care .
- The most common pain score was 5 and the weighted mean pain score was 4.7.
- 82% felt that they would have this way of having the procedure again.
- 90% rated their care at 10 /10 while 10% rated at 9/10

CONCLUSIONS AND FURTHER ACTIONS-

- The online survey proved effective in collecting real-time feedback, with high patient satisfaction and quick data turnaround.
- Online surveys can enable faster implementation of any changes required.
- Further plan -Larger roll-out to support continuous quality improvement



REFERENCES

1.Benchmarking services in outpatient hysteroscopy (OPH): A quality improvement project Mahmud, Ayesha et al., *European Journal of Obstetrics and Gynecology and Reproductive Biology*, Volume 259, 211 – 221

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