

PATIENT SATISFACTION SURVEY DURING COLPOSCOPY
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Introduction

Colposcopy should be organised as a quality assured service that adhere to programme standards and guidance.

Appropriate and sensitive history taking and a nurse to support and act as their advocate during the procedure.

Material and Method:

Questionnaire based response of 100 patients attending for colposcopy at King George Hospital.
Entry and analysis of data using excel.

Result:

- 96% received reminder text/phone call before appointment.
- 100% report staff were friendly.
- 94% report department was easy to find
- 66% have <15mins delay.

Result continued:

- 92 % report procedure were fully explained.
- 40% report been comfortable during procedure.
- 100% felt privacy and dignity were respected
- 92% felt HPV were fully explained.
- 64% rated experience as excellent while 36% rated as good.

CONCLUSION:

- Most of our patient received efficient and user-friendly services during their coloscopy appointment.
- Efficient service provision at colposcopy

Reference:

- NHSCSP
- BGCS