



Outpatient Hysteroscopy Patient Satisfaction and Feedback Audit



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Aim

The aim was to review the experiences of women attending the outpatient hysteroscopy clinic at Scunthorpe General Hospital, following some complaints regarding the management of outpatient hysteroscopy and patient dissatisfaction. We sought to understand the underlying issues and identify areas for improvement in order to enhance our services.

Method

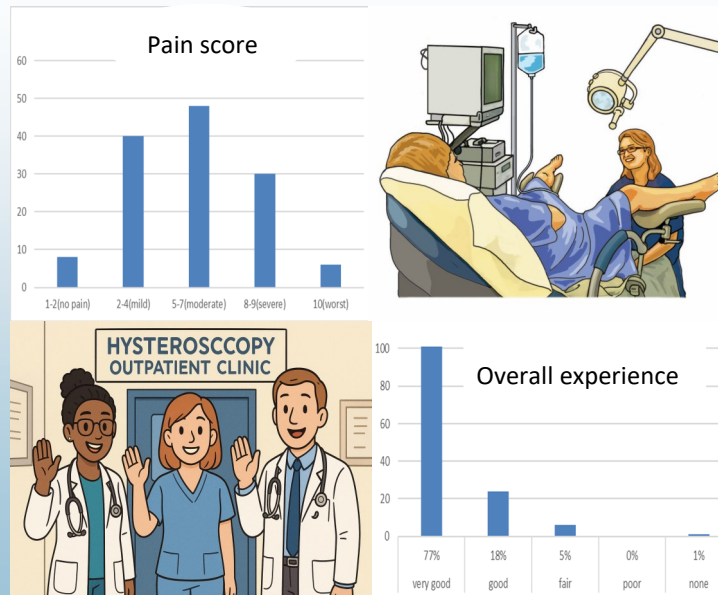
Data collection was prospective and conducted on-site at the outpatient hysteroscopy clinic in Scunthorpe General Hospital over a period of three months. *Green-top Guideline No. 59: Best Practice in Outpatient Hysteroscopy*, published by the Royal College of Obstetricians and Gynaecologists (RCOG), was used as the standard for comparison.

Conclusion

Outpatient hysteroscopy is a convenient and acceptable experience for women attending our gynaecology services. Despite the majority reporting mild to moderate pain, almost all women recommended the clinic, with 95% rating their overall experience as very good. Since the audit, we have implemented several changes, including adopting the vaginoscopy approach for all patients and using a paracervical block when needed. We have also developed a re-audit questionnaire to evaluate the service. Given the clinical and economic advantages of outpatient hysteroscopy, it is important to ensure that women have a positive experience and are satisfied with this valuable service.

Results

A total of 132 patients took part in the study, ranging in age from 31 to 85 years, with a 100% response rate. Eight aspects of the study met the set criteria, while five did not meet the standards. Most patients were satisfied with the services provided by the staff, rating their experience as very good or good. Positive feedback included being listened to, given sufficient time, treated in a friendly and supportive manner, receiving good advice, and having the procedure stopped upon request. However, pain during the procedure was the main concern and did not meet the expected criteria.



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