

SERVICE EVALUATION ON THE EFFECTIVENESS OF REGISTRAR-LED GYNAECOLOGY OUTPATIENT SERVICES

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Background

- According to the WHO, for patient care to be of high quality, it must be effective, safe, and person-centred.
- A registrar runs the Gynaecology Outpatient Department (GOPD) clinic under the indirect supervision of a consultant, serving approximately 500 patients annually.
- Challenges: Missing or insufficient letters from general practitioners (GPs), inappropriate referrals, scheduling appointments before receiving test results (such as scan or histology reports), and scheduling repeat appointments.

Objectives

- The objective is to identify the factors that influence the quality of patient consultations in the GOPD clinic and to develop strategies to address them for enhanced efficacy.

Conclusion

- 37% of new referrals lack sufficient information.
- Missing scan or histology results in 9% of new and 4% of follow-up patients delayed diagnosis and treatment, causing distress.
- Unnecessary consultations occurred in 11% of new referrals and 7% of follow-ups.

References

- https://www.who.int/health-topics/quality-of-care#tab=tab_1
- A guide to measurement and data in outpatient services – Health Service Executive, Ireland (2014)

Study design and Methods

- A retrospective audit was conducted using 3 months' patient data (148 patient records), which were accessed electronically.
- Analysis focused on the frequency of unnecessary appointments, inappropriate referrals, and scheduling of repeated or premature appointments before available test results.

Results

- Out of 148 patients, 45 (30%) were newly seen. Among them, 17 (37%) had inadequate information, 4 (9%) had no scan results, and 3 (7%) were inappropriate referrals.
- Of the 85 follow-up patients, 11 (7%) had unnecessary appointments, and 6 (4%) had no scan or histology reports.
- In clinically concerning conditions, such as ovarian cysts and thickened endometrium, 75% (3 out of 4) had no scan or histology reports available at the time of consultation.

