

## **Clinical Research**

### **Surgical**

#### **Evaluation of Patient Satisfaction after Endoscopy**

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#### **INTRODUCTION**

Patient satisfaction questionnaires are a useful method for detecting opportunities for improvement on the basis of patient opinion.

#### **OBJECTIVE**

The aim of this survey was to identify by means of a satisfaction questionnaire the main reason for dissatisfaction in patients undergoing gastrointestinal endoscopy. Patient satisfaction surveys are increasingly viewed as a key indicator of performance.<sup>1,2,3,4,5</sup>

#### **METHODOLOGY**

Fifty patients, who attended a gastrointestinal endoscopy unit over a one week period were given a questionnaire. This questionnaire has previously been used in the Norwegian Colorectal Cancer Prevention Study (NORCCAP). In each case, the overall percentage of patients who gave responses on each of the ten main questions were estimated. This questionnaire was given to all the participants (n=50) after endoscopy to be filled in and was collected before their discharge from hospital. The questionnaire provided questions about service and practical issues. Participants were also asked to quantify any pain experienced during examination on a categorical scale. They were also encouraged to give their comments in free texts. Questionnaire used were anonymous.

#### **RESULTS**

The mean age of participants was 58+/-14 years, and 38% were women. The vast majority reported to have experienced no (76%) or slight (18%) pain during examination. Women reported pain and post examination discomfort more often than men. All of the participants claimed that they were provided with enough information before the procedure and results were clearly explained to them afterwards. Only 14% complained of flatulence/abdominal pain. All of the participants (100%) were satisfied with the service provided. Some (8%) participants brought forward the issues of long waiting time for the appointment, inadequate sedation and also desired to receive information leaflets in the Irish language.

Overall, patients who were admitted to this endoscopy unit for elective gastrointestinal endoscopies, for various reasons, expressed a high level of satisfaction. Data and free text comments showed that experience with doctors and nurses were a major contributor to the overall high level of satisfaction. The importance of good communication between patients and healthcare workers cannot

be denied. This has been shown to result in a high level of satisfaction amongst patients who received adequate information regarding the diagnosis, management and prognosis of their illness.

## **CONCLUSION**

Questionnaires on satisfaction or patients' perceptions of quality of care perceived by patients allow the most frequent causes for dissatisfaction to be identified. Although a high level of satisfaction with care has been reported, we should further seek to improve other aspects of healthcare which may further increase patient satisfaction. The survey also demonstrated that the use of feedback information in an endoscopy unit would be useful in improving standards, including the performance of the endoscopist. So these kinds of surveys should be conducted regularly in various units, on a larger scale.

## **REFERENCES**

Available on request.