

**The Post Menopausal  
Bleeding Clinic  
Patient Experience Report  
2017**

## 1. Introduction

The patient experience survey was designed for all new and review patients attending the post-menopausal bleeding clinics at The James Cook University Hospital, Middlesbrough (JCUH) and The Friarage Hospital, Northallerton (FHN), within the South Tees NHS Foundation Trust.

Patient experiences of the service were sought in 2015 and although the responses were positive there were areas highlighted which needed improvement. As a service we are always striving to provide excellence for our patients.

It was hoped that a repeat patient experience questionnaire would have been available in 2016 unfortunately due to work load and time pressures this was not possible.

The following report is based on patient's responses to a questionnaire that was given to all patients who attended the PMB clinic in February, March and April 2017.

The aim of the survey is for the provider to:

- Demonstrate they have collected the views of service users, in respect of the services they provide;
- Demonstrate how those views will influence service delivery for the purposes of raising quality;
- Show that all women are given information about how to provide feedback about the services they receive, including the complaints procedure.

## 2. Methodology

A quantitative survey, designed in conjunction with the Trust Patient and Carer Experience Team adapted from a previous question and answer recommended patient satisfaction survey. Although the survey design consists of closed ended questions for ease of use, participants were encouraged to elaborate/explain their views by providing written comments for both qualitative and quantitative analysis.

The sample includes all patients invited to attend clinics from 01/02/2017 to 31/04/2017. Hard copies of the questionnaire were printed and handed to each patient by the clinical staff after the patient had attended clinic, a small number of patients requested to take the questionnaire away with them and post them back to the department. Questionnaires were anonymous and forms went into a sealed post box. At the end of each week, questionnaires were collected by the Nurse Hysteroscopist the data was entered onto the electronic survey monkey database. Initial statistical analysis was completed by the Patient and Carer Experience Team and forwarded to the Nurse Hysteroscopist for interpretation of the survey outcomes.

### 3. Results / Analysis

All patients were given the same questionnaire, the results are analyzed together from both sites as in accordance with South Tees Trust protocols, recommendations and action plans will apply equally to both units.

Over the 3 month period a total of 226 patients were seen in the PMB service, 70 at FHN and 156 at JCUH. There was a total of 220 completed questionnaires returned for analysis, this was significantly better than the previous numbers of returned questionnaires. The previous patient experiences report showed that a total of 240 patients were seen in the PMB service over a three month time period with only 91 questionnaires returned for analysis. One of the recommendations from the previous survey was to look at how the questionnaires were given out to the patients due to the poor response rate. The previous questionnaire was given out by the clerical staff; however this questionnaire was given out by the clinical staff working on the clinic.

From the responses 63.43% were new patients and 36.57% were patients who had been seen previously in the clinic. 133 patients did not feel it necessary to contact anyone prior to their appointment; however 76 patients contacted various people the majority of contacts made were to their GP's.

Patients were asked if it were possible would they have preferred an appointment in the evening after 5pm or at a weekend. 10.55% of respondents replied yes, 32.11% said no with 57.34% stating that they had no preference. These figures suggest that the majority of the patients are happy with the time of the clinics as only 23 respondents would have preferred a weekend or evening appointment.

Although written information is available for patients only 60.09% of patients received any information with their appointment details. 72.73% of respondents found the information useful; however the last questionnaire showed that 85% of new patients and 100% of returning patients found the information useful. The written responses regarding the information varied from "The information just made me more nervous" to "It was very clear and informative". It is recognized due to the nature of the clinic, appointments are often sent out at short notice, and at times the patient receives a telephone call informing them of their appointment.

From 207 respondents 20 said they were asked to look for information about the clinic appointment on the hospital internet site, 44.44% of these patients replied that they looked for information before they attended their clinic appointment. 55.56% of patients who were asked to access the intranet had chosen not to the reasons given for not accessing the information were;

I was too anxious or frightened about the appointment to look 39.02%

I was too busy to look 12.20%

I did not understand what I was looking for 26.83%

I could not find the information on the trust internet site 2.44%

I forgot to look 21.95%

A common theme was, with 19 patients stating that they had no access to a computer or were not computer literate.

89.11% of patients stated that they felt they were given enough information before their appointment.

Only 20.38% of respondents received a reminder from the trusts electronic telephone reminder service.

Once in the hospital 97.60% of respondents said the clinic was easy to find, with 99.04% of patients stating that they were made to feel welcome. With one negative comment of “women at main reception was rude and unwelcoming”.

- 17.14% of patients were seen before appointment time.
- 40.95% of patients were seen on time.
- 16.67% of patients were seen within 15 mins of appointment time.
- 13.81% of patients were seen within 30mins of appointment time.
- 2.38% of patients were seen over an hour late.
- 41.60% of patients who were not seen on time commented that they were given apologies/explanations for the delays.

100% of clinic staff introduced themselves to the patients, this is an improvement on the last questionnaire as 8.82% of staff at JCUH failed to introduce themselves according to responses at that time.

99.04% of patients felt they were afforded privacy and dignity.

Impressions of the clinical environment were favourable suggesting it was clean, tidy and well maintained, with 91.43% stating the examination room was clean, with a further 78.57% commenting the room was well maintained, with 61.43% commenting that the room was tidy

100% of respondents stated they understood the information given to them by the hysteroscopist, all of the patients expressed confidence in the hysteroscopy team suggesting they behaved professionally. Comments ranging from; “excellent staff, very professional and friendly explained clearly what was going to happen putting me at ease straight away”.

3.16% of the patients said they were not told when they would receive the results of any tests they had done in the clinic. 78.61% of the patients comment that they were given information on who to contact should they have any questions/queries after their clinic appointment.

96% of the patients were happy with the information they were given at the time of their appointment however 3.88% stated that they would have liked to have been given more information in particular “printed information to come away with”.

Overall the post-menopausal bleeding clinic was rated excellent by 97.14% of the patients, with 2.86% rating it as good.

Additional comments were all very complementary suggesting the team is very efficient, caring and professional providing excellent patient care. Included at the end of this report are some of the comments made by the patients who returned the questionnaires.

I felt very comfortable in an all-female environment the “one stop” service meant that everything was done on the day. This was less worrying and very efficient. The whole team was excellent in the care given.

Significantly better than my previous visits, this was my best experience, I felt respected, and my privacy was maintained I felt extremely well looked after.

First time at The Friarage Hospital I liked the fact that it was a smaller hospital; the staff were caring professional supportive and informative.

Thank you for the professional and empathetic care, I felt concerned before the appointment now well informed and confident about further treatment.

I found the staff to be efficient friendly and supportive great group of women working well together. Thoughtful and kind approach to patient care.

The speed was brilliant GP on Monday phone call from James Cook on Tuesday here on Wednesday Thank-you!

The staff were fantastic, just a great bunch of people very helpful.

Outstanding service was very impressed with it being my first visit.

Made to feel at ease during my procedure, each step of the way explained to me so knew what was happening felt very reassured when leaving.

The staff were friendly and very reassuring throughout the whole consultation I cannot praise them enough

Although seen late this was due to other appointments running over, not able to avoid, good appointment overall professional and caring staff.

As always James Cook Hospital staff were exemplary, your staff are brilliant made me so welcome.

I was frightened due to what was happening but the staff explained everything for me putting me at ease and continued to take very good care of me. The staff were fantastic thank you.

Consultation at the end could have been a bit more private, too many junior doctors on site (separate room).

The bed on trial was excellent on my first visit the old bed on my second visit was not! The first bed needs purchasing.

#### **4. Recommendations / Action Plan**

Investigate a more efficient way of ensuring all patients have had access to clinical information prior to being seen in the clinic. Make sure patients are aware of who to contact after appointment if they need advice or questions regarding their appointment.

##### **Action: Nurse hysteroscopist/appointment staff**

The next patient experience questionnaire is planned for 2019. In the meantime an audit of the patient's experience of pain in the clinic is to be undertaken in 2018.

##### **Action: Nurse hysteroscopist**

#### **5. How we will feedback to patients**

A copy of this report will be available for patients to read in the Gynaecology outpatient departments at JCUH and FHN. The report will be placed on the Trust internet for all patients to access if desired.