

**The Hysteroscopy Clinic  
Patient Experience Report  
2017  
Final Report**

## 1. Introduction

The patient experience survey was designed for patients attending the hysteroscopy clinics at The James Cook University Hospital, Middlesbrough (JCUH) within the South Tees NHS Foundation Trust.

Reference point 3.30 (p29) of the NHS public functions agreement 2015-16 states in accordance with good practice, it is important to gain feedback on services provided and to have public involvement on service provision. Such surveys are to be undertaken on a planned, regular basis and the results will be made available to NHS England.

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 30/04/2017. Hard copies of the questionnaire were printed and handed to each patient by the clinic staff after their appointment. Questionnaires were anonymous and patients posted their completed forms into a sealed post box. At the end of each week, questionnaires were collected by the Nurse Hysteroscopist, the data was then entered onto the Survey Monkey database. Initial statistical analysis was completed by the Patient and Carer Experience Team and forwarded to the Nurse Hysteroscopist for interpretation of survey outcomes.

## 3. Results / Analysis

- Over the 3 month period 43 patients were seen in the hysteroscopy clinic. Clinical staff were asked to give all patients a questionnaire after their clinic appointment. There were 26 completed questionnaires returned.
- 15.38% of the patients would have preferred an appointment in the evening or at the weekend; 45% of patients requested this in the previous survey. however 38.46% of the patients in this survey stated they would not, with a further 46.15% of patients having no preference. Written information was received by 65.38% of the patients, with 26.92% of patients feeling they needed to contact a member of staff before their appointment.
- From the respondents 26.92% of the patients contacted the hospital for further discussion and advice prior to their appointments or to check appointment details
- 30.77% of patients stated that they would have liked to have received more information before the clinic visit, one respondent commented that they would have liked to have received a leaflet explaining the procedure with a further patient commenting that they

found the leaflet unclear and when they queried this she was told to download the information from the intranet.

From the 26 respondents 17 received electronic telephone reminders from the Trust.

100% of patients found the clinic easy to find, with 100% of patients feeling welcome on arrival to the clinic. One reply stated "the staff were very warm and welcoming, very reassuring.

- 7 of the patients were seen before their appointment time.
- 14 of the patients were seen on time.
- 2 patients were seen within 15 mins of appointment time.
- 1 patient was seen within 30mins of appointment time.
- 2 patients were seen between 30 minutes and 1 hour late.
- No patients waited more than an hour to be seen.

2 patients were given an apology or explanation for the delays in the clinic. 100% of patients said the clinic staff did introduce themselves by name.

100% of patients felt they were afforded privacy and dignity and impressions of the clinical environment were favorable suggesting it was clean, tidy and well maintained.

100% of the patients stated they understood the information given to them in the clinic. All respondents felt that the staff behaved professionally with 96% of the patients having confidence in the clinical staff, this is in comparison to 100% of patients having confidence in the clinical staff in the last questionnaire.

18 patients were aware of who to contact should they have had any questions/queries after their clinic appointment, with 17 patients being told when to expect their biopsy results to be ready. It is recognized that not all of the patients in the clinic would have had a biopsy taken. 4 of the patients felt that they would have liked further information to have been given at the appointment. One patient commented that she would have liked to have known "what would happen next and when".

Overall The James Cook University Hospital hysteroscopy clinic was rated excellent by 91.67% of patients with the remainder recommending the service as good.

Additional comments were very complementary:

All of the staff were really helpful making the procedure a lot easier.

As a nurse myself, the level of care was fantastic lovely smiley staff felt at ease I would recommend the service to anyone thank you.

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

We received back over half the amount of completed questionnaires that were given to patients. It is recognized that a higher response rate would give us a better understanding of how to improve the service that is offered to the patient.

##### **Action: Nurse Hysteroscopist**

Written information was received by 65.38% of the patients however as 30.77% of patients stated that they would have liked more information, it is obvious that there is a problem in ensuring all patients receive the information that is available to them. It may be necessary to

look closer at the quality of the information given to patients and amend/change were felt appropriate.

**Action: Nurse Hysteroscopist**

Confidence in the hysteroscopy staff has dropped slightly with 96% of patients feeling confident in comparison to 100% confidence in staff reported in the previous survey.

21 patient's were seen either on time or before their appointment time, from the remaining patients 2 were offered explanation/apologies for the delay. This is a great improvement from the figures received in the last survey. However it is essential to keep patients informed if the clinic is delayed.

**Action: Nurse Hysteroscopist and Clinic Support Staff**

The next patient experience report will take place July-September 2019. In 2018 an audit to monitor patient's pain experiences to be commenced 2018.

**Action: Nurse Hysteroscopist and Patient and Carer Experience Team**

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

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