Outpatient Hysteroscopy Service in a District General Hospital: A Patient Satisfaction Survey

Dr. Suzi Addley, Dr. Courtney McMullan, Dr. Leah McGuckin, Dr. Roisin Hearty, Dr. Kristine Steele, Dr. Karen Woods

Department of Gynaecology, Ulster Hospital Dundonald, Northern Ireland

### Background & Aims

With the average BMI of the gynaec population increasing, so too is endometrial pathology. Carrying out the gold standard investigation of hysteroscopy in the context of high BMIs and multiple comorbidities is safer, quicker and more cost effective when performed in the outpatient setting. But how acceptable is this approach to our patients?

### Methods

We asked a cohort of 55 women to complete a patient satisfaction questionnaire immediately after undergoing outpatient hysteroscopy in the Ulster Hospital Dundonald between February and March 2019.

#### Did you receive pre-procedure patient info?

91% of patients received pre-procedure patient info

#### What FORMAT of pre-procedure patient info did you receive?

Most patients (49%) received written pre-procedure patient info

#### Did you find the pre-procedure patient info CLEAR?

98% of patients felt that pre-procedure info received was CLEAR

#### Did you find STAFF friendly and approachable?

ALL patients found staff friendly

#### Did you find the SETTING comfortable?

ALL patients found the clinical setting comfortable

#### Did you take PAIN RELIEF before your procedure?

43% of patients took analgesia before their procedure

#### If you took pain relief before your procedure, WHAT did you take?

The majority of patients taking analgesia took CO-CODAMOL prior to their procedure

#### How LONG BEFORE your procedure did you take pain relief?

Range: 10 – 180 minutes

Mean: 90 minutes

#### Reported PATIENT PAIN SCORES /10

Average Pain Score: 3.9 / 10

#### Did pre-procedure patient info affect pain scores /10?

Pain scores were LOWEST when patients received BOTH written and verbal pre-procedure information

#### Did pre-procedure ANALGESIA affect pain scores /10?

Pre-procedure analgesia DID NOT lower patient pain scores

#### Would you RECOMMEND this procedure to a friend?

93% of patients would RECOMMEND the procedure to a friend

Of those who would not recommend, pain scores ranged from 8-10

#### If needed, would you undergo this procedure AGAIN?

95% of patients would undergo the procedure AGAIN

Those who would not, had pain scores ranging 8-10

### Additional patient comments

The staff were just brilliant, made things very comfortable for me.

Staff were great, couldn’t have helped me more than they did.

This procedure was easier than a dental visit! Very much preferable to a GA.

Staff were very friendly and put me at ease.

The whole team were very reassuring, friendly and professional.

Excellent service, thank you.

Very comfortable. Both Doctor and staff very friendly.