

A Survey of Patient Satisfaction with the Vascular Anaesthetic Service at the Royal Oldham Hospital using a Unique Patient Experience Assessment Tool

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Conclusions

- Overall satisfaction with the vascular anaesthesia service at the Royal Oldham Hospital is high.
- Our unique patient experience questionnaire highlighted several key areas which we hope will lead to a greater level of patient satisfaction:
 1. Our anaesthetic information leaflet is easy to understand, but underused.
 2. Thirst is a relatively common postoperative complaint.
 3. Anaesthetists could improve the overall experience by reviewing more of their patients postoperatively. There is evidence to suggest that a postoperative visit does increase satisfaction of perception of continuity of care by an anaesthetist but not overall satisfaction with the anaesthetic service³.



Visual Analogue Scale Showing Mean Patient Satisfaction

Introduction

The Royal College of Anaesthetists has indicated that 'reliably sourced' patient feedback is a vital instrument to support revalidation¹. Furthermore, the Commissioning for Quality and Innovation Scheme (CQUIN) also regards patient experience as one of its three central domains. However, there is currently no tool to accurately assess the elective vascular patient's perioperative experience. Therefore our aim was To accurately measure patient satisfaction of the elective vascular anaesthesia service at the Royal Oldham Hospital.

Day Of Surgery

- 78% of patients recalled seeing an anaesthetist on the day of surgery compared to 14% that did not with 6% being unsure.
- 97% of patients felt reassured by the anaesthetist.
- 85% reported that risks of anaesthesia were discussed with them and 91% of these felt that risks were discussed in a sensitive way.
- 86% of patients felt they were called at the time expected on the day of surgery.

Methods

- The questionnaire was sent to all patients who underwent an elective vascular procedure at the Royal Oldham Hospital over a period of 5 months between April and August 2013. The surveys were sent within 4 weeks of their inpatient stay
- The Pennine Vascular Anaesthesia Survey Tool quantifies the patient experience according to five domains used in the Heidelberg perioperative experience questionnaire²:
 1. Information and waiting
 2. Trust and atmosphere
 3. Fear
 4. Physical symptoms
 5. Interaction with personnel.
- The questionnaire was modified by including questions concerning intraoperative patient experience. It was further modified by input from the psychometric analysis team at the University of Manchester. A pilot survey was then undertaken with a subset of 10 inpatients to maximise the questionnaire's construct and content validity.

	YES	NO
Was there a pleasant atmosphere in the anaesthetic room?	98%	2%
Did you feel safe?	99%	1%
Did you feel cold?	7%	93%

Table Showing Feelings In The Anaesthetic Room

Total	Died	Too ill/declined	Emergency	Angioplasty	La	No recorded procedure
129	1	5	22	13	2	3

The Anaesthetic Room

- 99% of patients felt they were treated with dignity and respect.
- 97% of patients felt comfortable in the anaesthetic room.
- 99% of patients felt that staff explained things adequately.
- 90% of patients felt their anaesthetist was gentle and sensitive.
- For those who had a neuraxial block, 66% experienced no discomfort while 22% experienced some form of discomfort.

Total Surveys Received

Resulting study population = 83 patients.

GA	Injection in back	Injection in neck	Not answered
51%	34%	1%	14%

Type Of Anaesthetic Administered

Preoperative Assessment

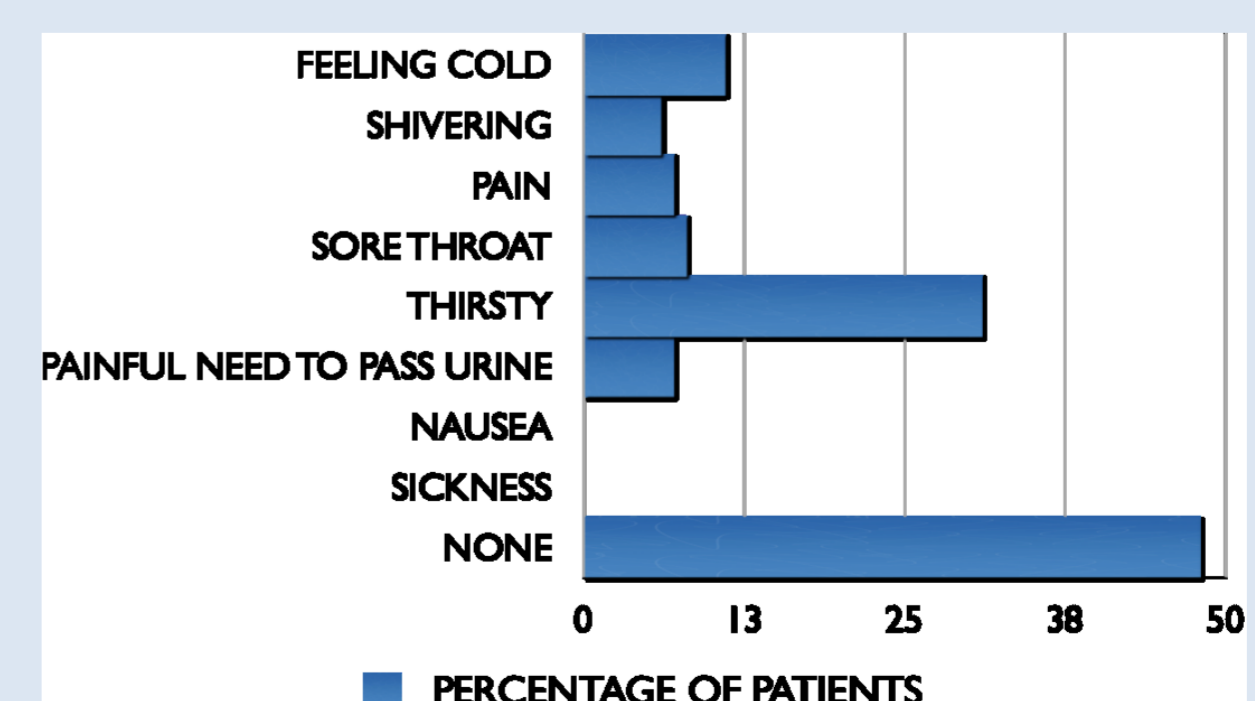
- 84% of patients recalled attending a preoperative assessment clinic.
- Of these, 53% recalled being seen by an anaesthetist at this clinic.
- 72% of patients received an anaesthetic booklet.
- 98% patients found the anaesthetic leaflet useful.
- 70% felt that the right amount of information was given to them at this time.
- 83% of respondents thought that the information provided was easy to understand

Remaining Awake/ Drowsy Intraoperatively

- 24% felt anxious during surgery
- 36% experienced some discomfort while being awake/ drowsy.
- 100% felt that the anaesthetic staff reassured them during the procedure.

Recovery Room

Symptoms experienced by patients in recovery after waking



- 95% of patients felt that recovery staff dealt with their symptoms promptly.
- 97% felt that they were treated with dignity and respect in recovery.
- 48% of patients recalled being visited by an anaesthetist post operatively

References

1. REVALIDATION THE ROYAL COLLEGE OF ANAESTHETISTS <http://www.rcoa.ac.uk/index.asp?PageID=1393>
 2. Schiff JH, Fomaschon AS, Frankenhauser S, et al. Anaesthesia 2008; 63: 1096 – 104
 3. Saal et al Br Journ Anaes 2011; 107 (5): 703-709