

Dr Ayesha Mahmud¹, Professor Justin Clark².

¹Walsall Healthcare NHS trust, Obstetrics and Gynaecology, Birmingham, United Kingdom.

²Birmingham Women's and Children's NHS foundation trust, Obstetrics and Gynaecology, Birmingham, United Kingdom.

Introduction

Outpatient hysteroscopy (OPH) is the cornerstone of modern-day ambulatory gynaecological surgery. Hysteroscopy can help diagnose endometrial and structural uterine cavity pathologies associated with abnormal uterine bleeding (AUB) and reproductive failure. As a safe, cost-effective, and well-tolerated procedure, the benefits of hysteroscopy are well recognized.

At present, there is a need for an outpatient hysteroscopy tool that is able to capture women's satisfaction with the care they receive based on their hysteroscopy journey. We report a new patient satisfaction survey developed for use in outpatient hysteroscopy (OPH). This was developed as part of a service improvement project.

Methods

In collaboration with a multi-disciplinary team of hysteroscopy experts (British Society of Gynecological endoscopy (BSGE)), a pilot patient satisfaction survey was created based on current best practice guidance in outpatient hysteroscopy, and existing hysteroscopy survey questionnaires.

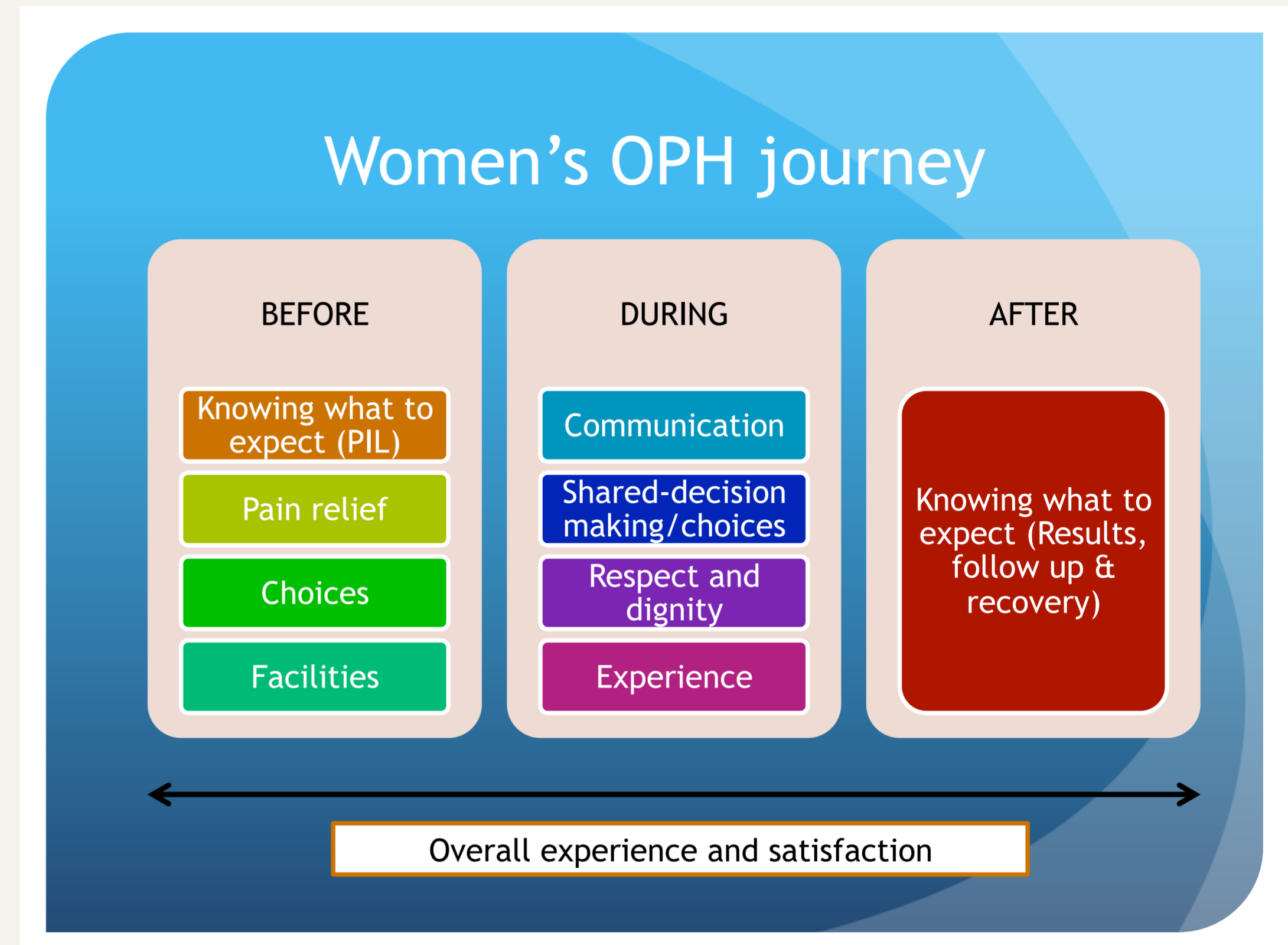
The pilot questionnaire was then tested across two hospital sites providing outpatient hysteroscopy services. Participants were asked to reflect on their experience of the care they received while completing the survey, and to provide feedback on its content. This helped provide an understanding of women's outpatient hysteroscopy journey and facilitated the modification of the pilot survey into its final form.

Results

Thirty women participated in this quality improvement project from two different hospital sites (Birmingham Women's and Children's NHS Foundation Trust and Walsall Healthcare NHS Trust) in the west midlands region of the United Kingdom. Women provided feedback regarding the content, layout and format of the pilot survey. This informed successive revisions of the pilot survey until a final version was agreed.

Four key themes representing women's journey of outpatient hysteroscopy were identified. These included aspects of care representing the continuum of their outpatient hysteroscopy journey (before, during and after) and their overall experience (Figure 1). A two page survey was created representing women's OPH hysteroscopy experience (Figure 2).

Figure 1: Women's outpatient hysteroscopy Journey



This is the first page of the survey form. It includes an introductory paragraph, a thank you note, and several sections of questions:

- Before your consultation:** Questions about receiving written information, understanding the information, receiving advice on painkillers, and waiting area reception.
- About your consultation today:** A series of Likert scale questions (Strongly Agree to Strongly Disagree) regarding staff explanation, ability to ask questions, pain relief opportunities, confidentiality, involvement in decisions, respect and dignity, privacy, and staff courtesy.

Figure 2: Outpatient hysteroscopy: Patient satisfaction survey

This is the second page of the survey form. It includes:

- Your experience (considering your expectations of today's consultation):** A series of Likert scale questions (Not at all to Completely) regarding distress, pain, control, embarrassment, anxiety, and fear.
- Your overall experience:** Questions about overall service experience and willingness to repeat the procedure.
- Pain scales:** Two visual analog scales for 'worst level of discomfort or pain you might experience' and 'level of discomfort or pain you experienced during the procedure'.
- Overall satisfaction:** A Likert scale question about how well the care was received.
- Comments:** A text box for further comments or suggestions.
- Procedure type:** A checklist for the type of procedure performed (e.g., Hysteroscopy-biopsy, Myomectomy, etc.).

Conclusion

We developed a women-centred outpatient hysteroscopy patient satisfaction survey suitable for routine use in outpatient hysteroscopy. This survey will be rolled out nationally across the United Kingdom (U.K) as a useful resource for clinicians. This will allow them to collect and report data on patient satisfaction for their outpatient hysteroscopy (OPH) services. This survey is available online via the BSGE Surgical Information Collection System website (www.BSGESICS.com).



Contact Information

Dr Ayesha Mahmud ST5 in obstetrics and gynaecology. No COI to declare.

Address: Walsall Healthcare NHS trust, Moat Road, Walsall, WS2 9PS, United Kingdom.

Email: drayeshamahmud@gmail.com