

Patient Minor Surgery Satisfaction Outcome Questionnaire 2014/15

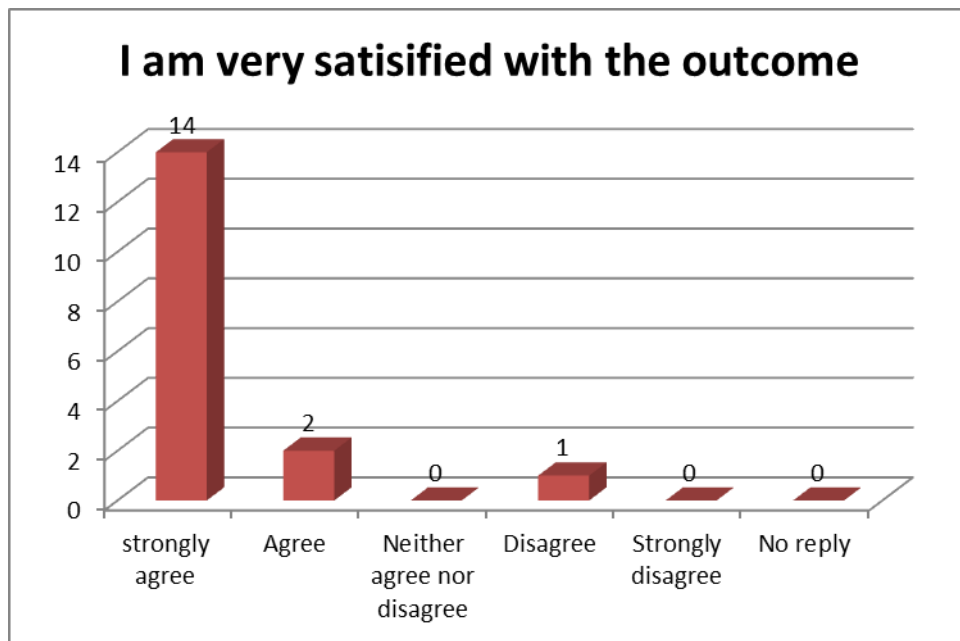
As part of our minor surgery review we decided last year that our current satisfaction questionnaire addresses issues of satisfaction around the appointment but does not measure the success of the procedure. As a result we have developed an additional questionnaire, posted to patients post operatively, examining the outcome of the procedure, as measured against the patients' expectations, in an attempt to shape our service further.

Method

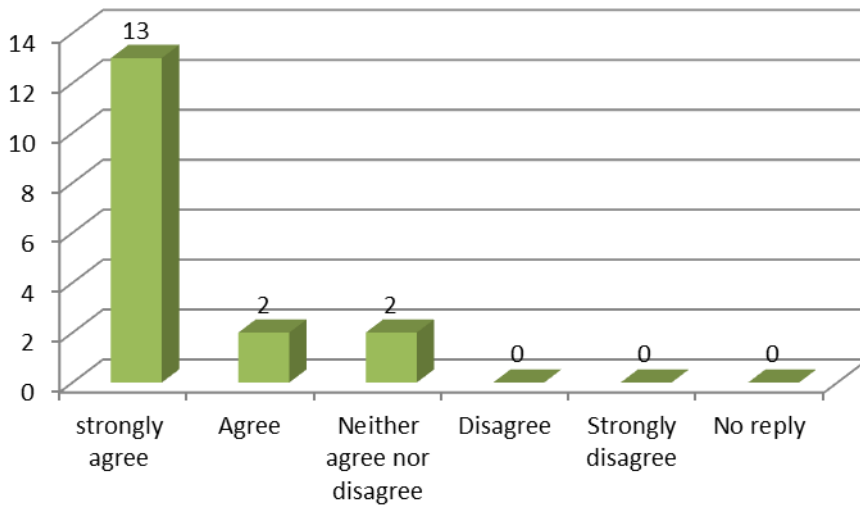
2-3 months post op questionnaires are posted out to all patients who have undergone a minor surgery procedure (see appendix I). A stamped addressed envelope is included.

Results

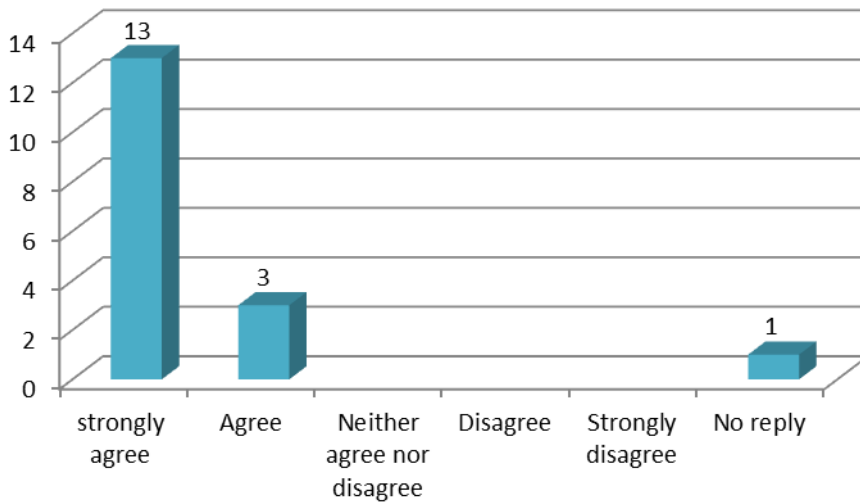
Over a six month period we have had approximately 50% response rate to our questionnaires. Our results can be seen below. A copy of the raw data and patient comments is given in Appendix II.



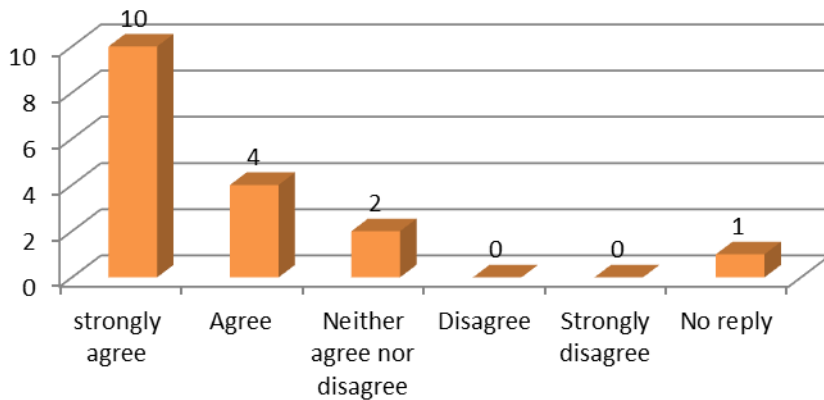
I would recommend this service to other patients



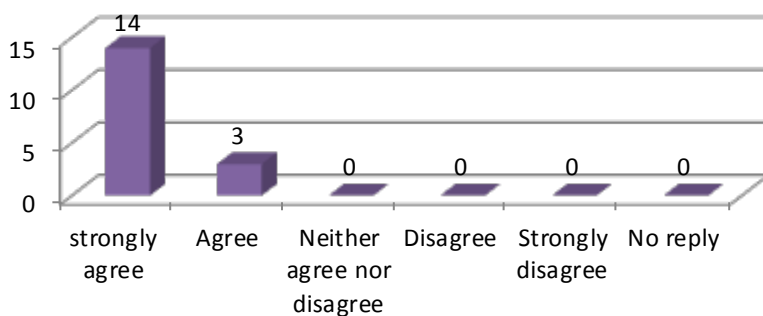
I had no problems with my wound after the surgery



I was happy with the follow up given after my surgery



I was given adequate advice on how to care for my wound after my surgery



Discussion

Our results demonstrate the service provided is attaining excellent outcomes for our patients, with 82% agreeing or strongly agreeing they are very satisfied with the results of the procedure. This is also borne out with aftercare as 94% agreed or strongly agreed they had no problem with their wound after surgery. 88% would recommend this service to other patients. We will continue to monitor these outcomes.

Dr Penn and Partners Minor Surgery Evaluation Questionnaire

As part of our commitment to improving services we would be grateful if you could provide us with some feedback on your recent Minor Surgery Procedure.

We would be grateful if you could complete the questions below and return it to us in the stamped addressed envelope provided.

All information will be treated in strict confidence.

Date of procedure.....

What procedure did you have
.....

Considering your recent minor surgery procedure how much do you agree with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I am very satisfied with the outcome of my surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend this service to other patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had no problems with my wound after the surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was happy with the follow up given after my surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given adequate advice on how to care for my wound after my surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments.
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Thank you for your help.

Appendix II

Patient comments

Comments

It's too early to judge the third statement as my dressing has covered the wound since the surgery was completed.

My wound has healed up brilliant. No scarring very good work by the doctor. Thank you.

I was well looked after with the doctor and staff. The minor surgery I had was very good and made me feel much better.

Arrived 7 mins late for 1st appointment and was refused the operation. I had to wait for another appointment 6 months later. If the roles had been reversed I would have had to sit and wait passed my appointment time. System lacks flexibility.

My procedure was performed excellent. They were caring, helpful and professional.

I expected the problem to be solved but I still have pain, which is why I went to the doctors in first place. Told it's normal to have pain still but then what's the point in having the procedure??

The doctor and nurse made me feel relaxed and talked through what they were doing. They both were very friendly and professional too. Thank you.

I was very happy with the excellent treatment I received from Dr McWilliams.

Raw Data

	strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	No reply
I am very satisfied with the outcome	14	2		1		
I would recommend this service to other patients	13	2	2			
I had no problems with my wound after the surgery	13	3				1
I was happy with the follow up given after my surgery	10	4	2			1
I was given adequate advice on how to care for my wound after my surgery	14	3				

