

**Audit of Endoscopy Patient Questionnaire**

**(January to March 2021)**

Below is an outline of the results from patients who underwent endoscopy procedures in January, February and March 2021 (Quarter 4).

142 procedures took place with 83 patients (58%) returning a completed questionnaire.

**SUMMARY**

89% of patients stated the service they received was excellent, 11% rated the service as very good.

Before your admission to hospital, were you given written information about your proposed treatment?

Of the patients audited 100% received written information about their proposed treatment.

Of the patients responded 46% waited less time than expected and 41% waited the time they expected and 13% waited longer than expected.

Of the 82 responses received to this question, 2 patients responded that the procedure was worse than expected, 44 patients responded with better than expected and 36 patients responded with same as expected.

98% stated that they were given a realistic expectation of the pain/discomfort.

100% of the patients confirmed they were treated with privacy, dignity and respect whilst at Fairfield Independent Hospital. All comments from this questionnaire are investigated to see how the hospital can learn from patient experience.

89% of patients responding stated they received their endoscopy report prior to discharge, which continues to improve from previous audits.

**SUMMARY**

89% rated the overall service they received as excellent, 11% rated the service as very good.

Patients have the opportunity to request further feedback on their comments made on the questionnaire and this will be completed within 20 working days as per hospital policy. To date no patients have requested feedback.

**Actions**

Quarter 4 saw the hospital achieve a 89% compliance with patients receiving a copy of their endoscopy report prior to discharge.

Due to the current Covid 19 Pandemic activity, our patient case load has been created by our local health authority with whom we are contracted to by NHS England.

Upon collection and assessment of the returned questionnaires our figures have fallen slightly by 26% from the normal level. Due to these findings a more thorough check during patient discharge will be put in place to make sure patients are prompted to fill in the questionnaire prior to them leaving the hospital. Hopefully this will see an increase in completed questionnaires in the coming months.

This activity is improving slowly as the Hospital streamlines a COViD safe patient pathways and ensure that pre admission data reaches the patient prior to their arrival for treatment at this hospital.

All COVID precautions have been implemented into the Endoscopy practices and are closely monitored, there have been no issues to date.

The Quarterly reports reported to the Endoscopy User Group, Heads of Department, Governance and Board to assess any trends.