

**Audit of Endoscopy Patient Questionnaire**

**(January-March 2024)**

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

350 procedures took place with 40 patients (11%) returning a completed questionnaire.

**SUMMARY**

70% of patients stated the service they received was excellent, 20% rated the service as very good, 2% as good, 3% as fair and 5% didn’t answer.

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

Of the patients responded 38% waited less time than expected and 51% waited the time they expected and 11% waited longer than expected.

100% of the patients who responded confirmed they were treated with privacy, dignity and respect whilst at Fairfield Independent Hospital.

78% of patients resonding stated they received their endoscopy report prior to discharge.

The responses received to this question, 13% of patients responded that the procedure was worse than expected, 53% of patients responded with better than expected and 34% patients responded with same as expected.

87% stated that they were given a realistic expectation of the pain/discomfort.

**SUMMARY**

70% rated the overall service they received as excellent, 20% rated the service as very good, 2% as good, 3% as fair and 5% didn’t answer. Since the change to the use of Entonox the patient length of stay has reduced from 55 minutes with sedation to 26 minutes with Entonox. Along with comparable pain relief, the ability to drive in 30 minutes and not requiring an escort home have improved the patient experience greatly.

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 78% compliance with patients receiving a copy of their endoscopy report prior to discharge.

We continue to work with our patients and staff to see a further uplift in completed questionnaires. Feedback is very important to the hospital to enable staff to offer patients an effective service.