


# **BOWEL CANCER SCREENING**

PATIENT SATISFACTION AUDIT - JULY 2016-JUNE 2017

# AUDIT BACKGROUND

- This audit covers the period between 1 July 2016 – June 2017.
  - A questionnaire is generated by the bowel cancer screening system 30 days following each colonoscopy or CT colonography.
  - This is sent out to all patients for completion.
  - Returned questionnaires are entered onto the system and the results are reviewed on a regular basis for quality purposes.
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# STANDARDS

Standards are measured against the Global Rating Scale

All consent signatures are obtained outside of the procedure room.

Endoscopy and QA Standards

100% of sedation with recorded use and dose

100% of colonoscopies with a recorded comfort level

100% endoscopies with an adverse event are recorded

# RESPONSES TO QUESTIONNAIRES

<b>761 Questionnaires generated / 536 Questionnaires input</b>	
<b>Response Rate = 70.4% / Previously 75.3%</b>	
<b>Russell Hall = 74% (76%)</b>	<b>New Cross = 69% (75%)</b>

The service at Cannock began April 2017, therefore, data is minimal at this time. 15 questionnaires were issues, 11 returned (73%).

# BEFORE THE PROCEDURE

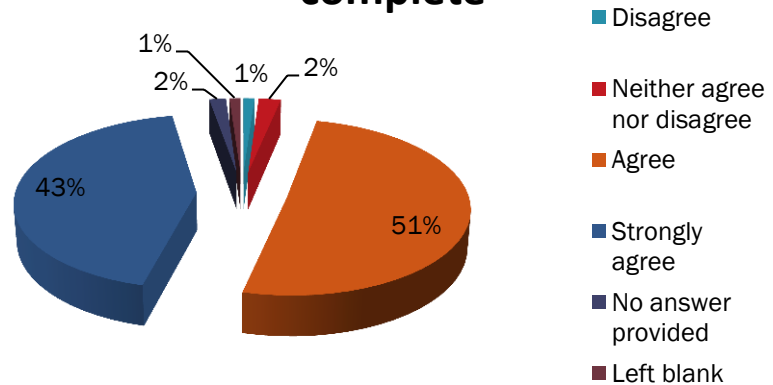
## INVITATION MATERIALS

97% of patients found the 'The invitation letter to screening' was helpful

97% of patients found the booklet 'The Colonoscopy Investigation' was helpful

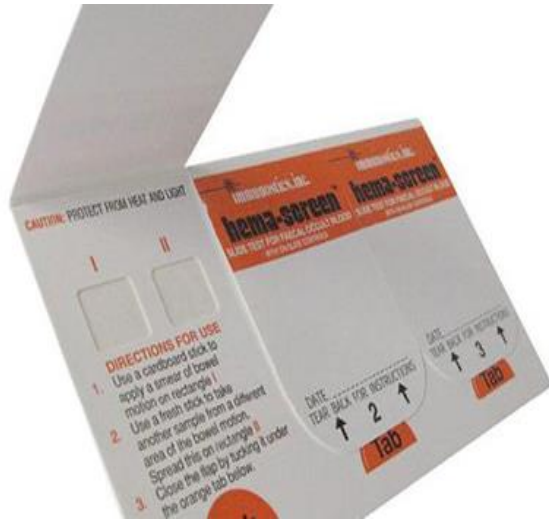
94% of surveillance patients found the health check form easy to complete

### Health Check form easy to complete



# BEFORE THE PROCEDURE

## TEST KIT



97% found the test kit instruction leaflet easy to understand

92% of patients found the test kit easy to use (previously 94%)

# SSP ASSESSMENT

Enough time with practitioner	94% of patients agreed
I felt pressured by the SSP to go ahead with the colonoscopy	82% of patients disagreed
Benefits of a having a colonoscopy	96% of patients agreed

# CONSENT

## New Cross Hospital

92% of patients signed the Consent Form prior to entering the Endoscopy Room

Answer	
Yes	321
No	5
Don't remember	14
No answer provided	6
Left blank	4
<b>TOTAL</b>	<b>350</b>




# CONSENT

## Russells Hall Hospital

86% of patients signed the Consent Form prior to entering the Endoscopy Room

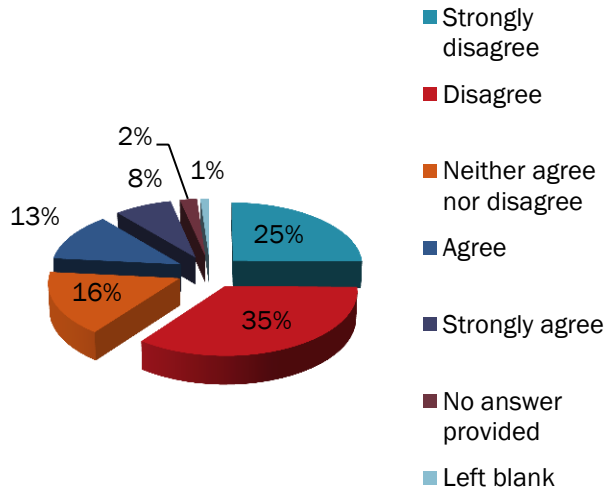
Answer	
Yes	132
No	3
Don't remember	15
No answer provided	2
Left blank	2
<b>TOTAL</b>	<b>144</b>

# RADIOLOGY

- I felt pressured by the Screening Practitioner to go ahead with the radiology test - 74% DISAGREED
  - I felt I had an understanding of the risks of having a radiology test - 79% AGREED
  - I felt I had an understanding of the benefits of having a radiology test - 84% AGREED
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# DURING THE PROCEDURE COMFORT

## Colonoscopy more uncomfortable than expected



## Patients given sedation

NXH – 73%

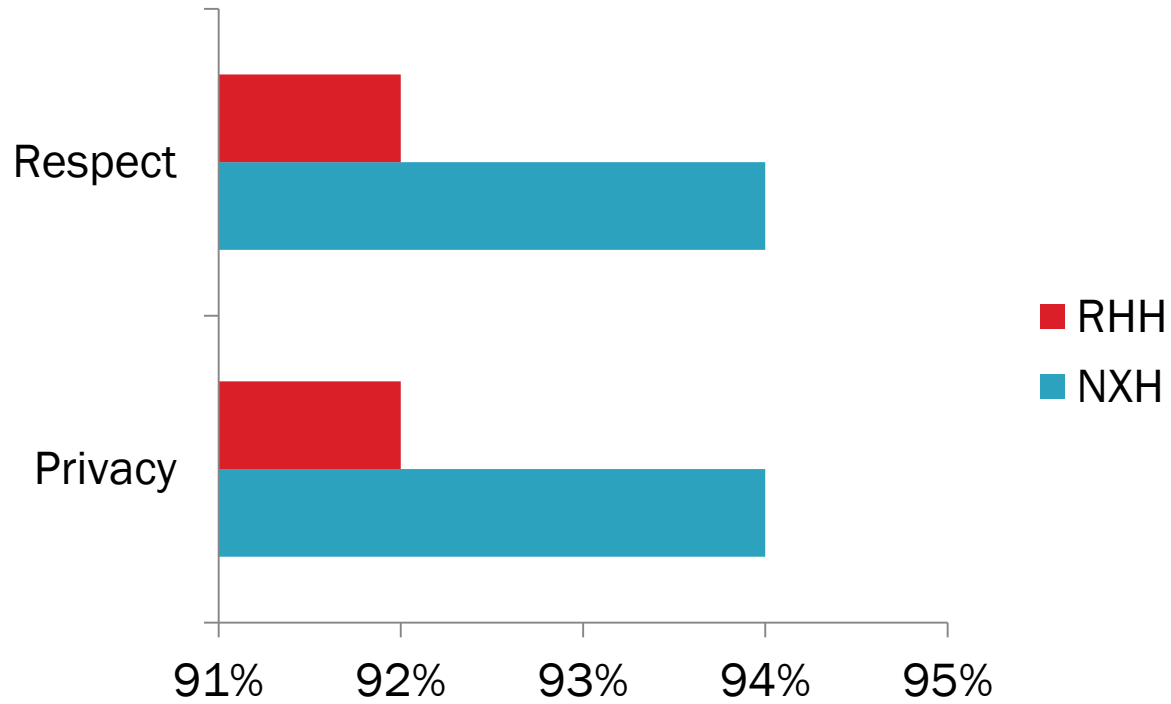
RHH – 70%

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Unit comfort for both sites 2016 =  
91.84%

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The National Comfort Rate (No  
discomfort, min, mild%) 2016 =  
92.92%

# AFTER THE COLONOSCOPY

AT THE HOSPITAL



# AT HOME

89% of patients said they were told when they would next be contacted by the screening centre

87% of patients had no pain following their procedures

92% of patients understood what their colonoscopy results meant

## Radiology

74% of patients said that the screening practitioner rang within 7 days of the radiology test

26% of patients were offered an appointment to discuss their radiology results back in the screening centre



# COMMENTS ON QUESTIONNAIRE

## NEW CROSS HOSPITAL

From start to finish I found the treatment given was first class even down to the sandwiches and the tea. A big thank you.

The care and consideration before, during and after my colonoscopy could not be faulted. Thanks to all staff, nurses and doctors for helping to prolong life expectancy.

## RUSSELLS HALL HOSPITAL

I have been well informed all through the process of the Bowel Cancer Screening Programme. I felt well cared for at the screening appointment and the time spent at the hospital. Thank you.

My treatment from beginning to end was very kind and considerate and your team made me feel not so frightened and more relaxed. Your service was excellent. Many thanks for your kindness.

# **IN CONCLUSION . . .**

- ✓ **Positive feedback has been received from the questionnaires**
  - ✓ **No areas of concern identified**
  - ✓ **Endoscopy QA standards were met**
  - ✓ **Feedback has been encouraging from patients on the service provided**
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