

Patient Experience Of Bowel Scope Screening

2017

WOLVERHAMPTON BOWEL CANCER SCREENING PROGRAMME

Patient Experience of Bowel Scope Screening

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1. Introduction

- Questionnaires were handed out for a 2 week period to all Bowel Scope patients to obtain views to help us improve our service.

2. Aim and Objectives

OBJECTIVES

- Evaluate the patient experience of Bowel Scope Screening
- Examine patients' reasons for participation and/or non-participation in screening

3. Summary

Questionnaires were handed out following the patient bowel scope procedure for a 2 week period commencing 16th October 2017 covering all sites as follows:

Site Name	Number of Questionnaires handed out
New Cross Hospital (NXH)	200
Russells Hall Hospital (RHH)	160
Cannock Chase Hospital (CCH)	30

In total, **390** questionnaires were handed out along with a pre-paid return envelope. **192** were returned representing a return rate of **49%**. A breakdown by site is as follows:

Site Name	Number of Questionnaires returned	Site Return Rate	Gender breakdown	
NXH	108	54%	Male	50
			Female	58
RHH	76	47.50%	Male	35
			Female	41
CCH	8	26.66%	Male	2
			Female	6

184 out of the 192 responders said English was there predominant language (representing 96%).

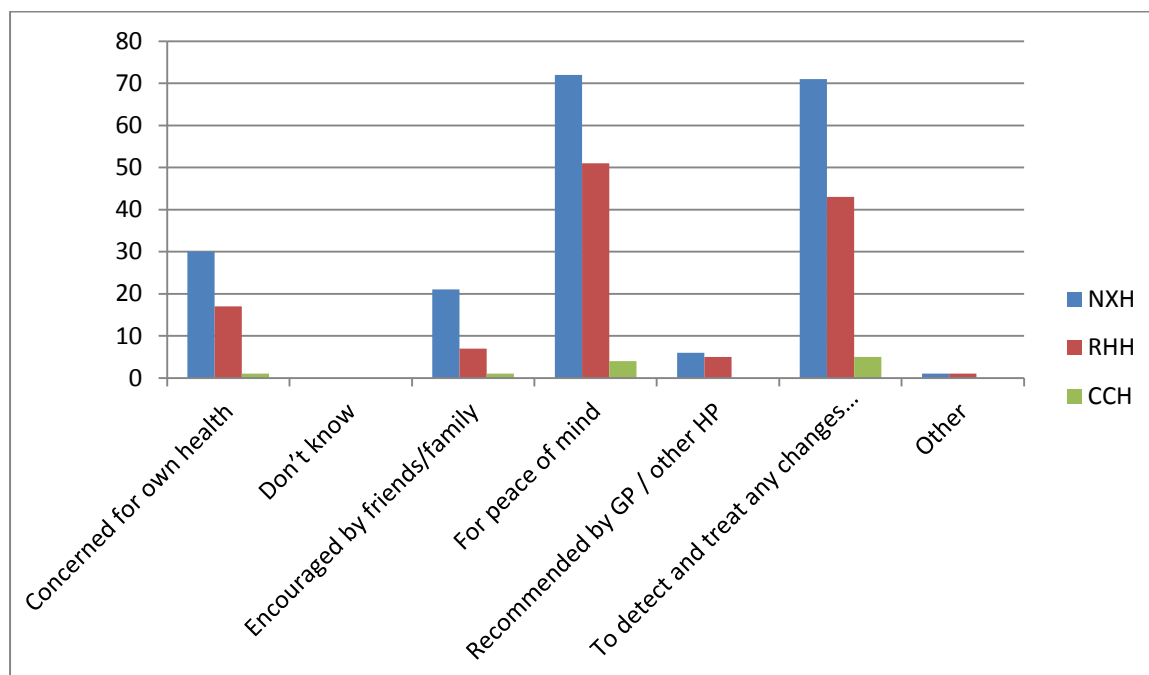
Understanding of the Screening Service

The questionnaire asked if they had heard of NHS Screening for Bowel Cancer before.

97 responded YES, **92** responded NO, **2** did not respond and **1** was unsure.

The questionnaire then asked:

Why did you participate in the NHS Bowel Scope Screening Programme?
(Please choose one or more options):



The Procedure

The questionnaire than asked:

Did you have the opportunity to ask questions before or after your bowel scope procedure?

Yes – **190**

No – **1**

No Response – **1**

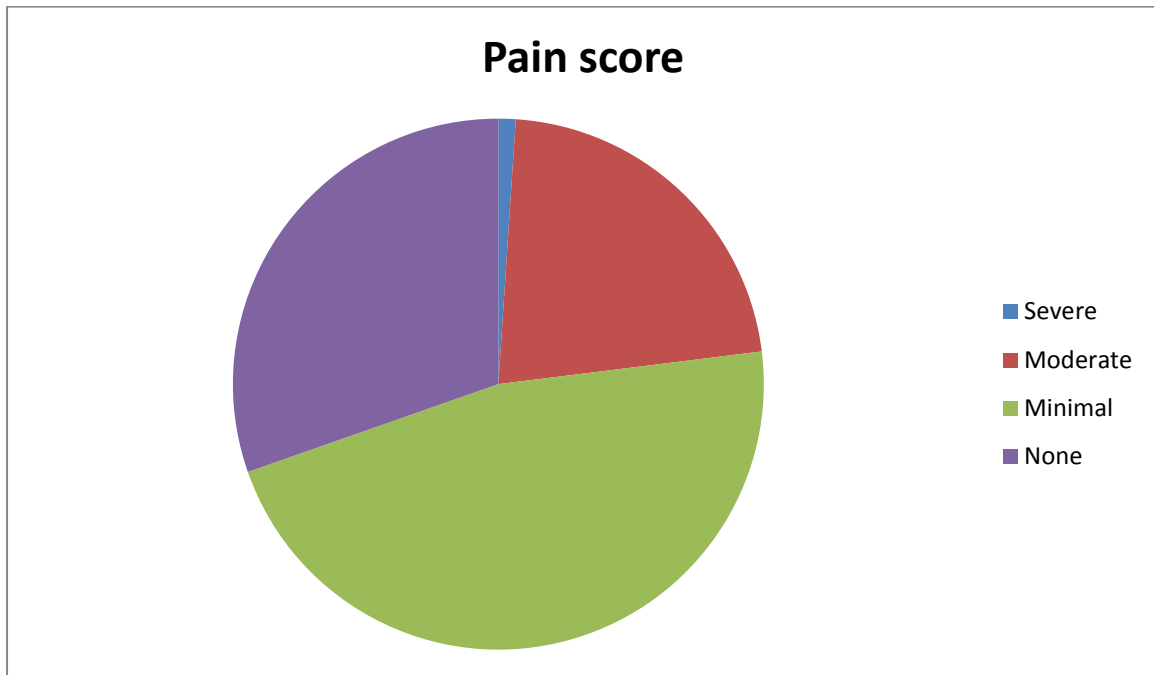
Were you happy with the gender of the individual carrying out the test?

Out of **192** surveyed only **1** person said **No**

Pain and Pain Relief

Participants were asked:

How would you rate your pain/discomfort during the procedure?



Were you offered any pain relief either before or during your procedure? The response rate is as follows (*please note: not everyone responded to each element of the question*):

Site	Pain Relief Offered		Before	During	Neither
	Yes	No			
NXH	46	25	58	13	29
RHH	31	18	44	9	1
CCH	3	0	5	1	2

Embarrassment

Participants were asked to describe their level of embarrassment:



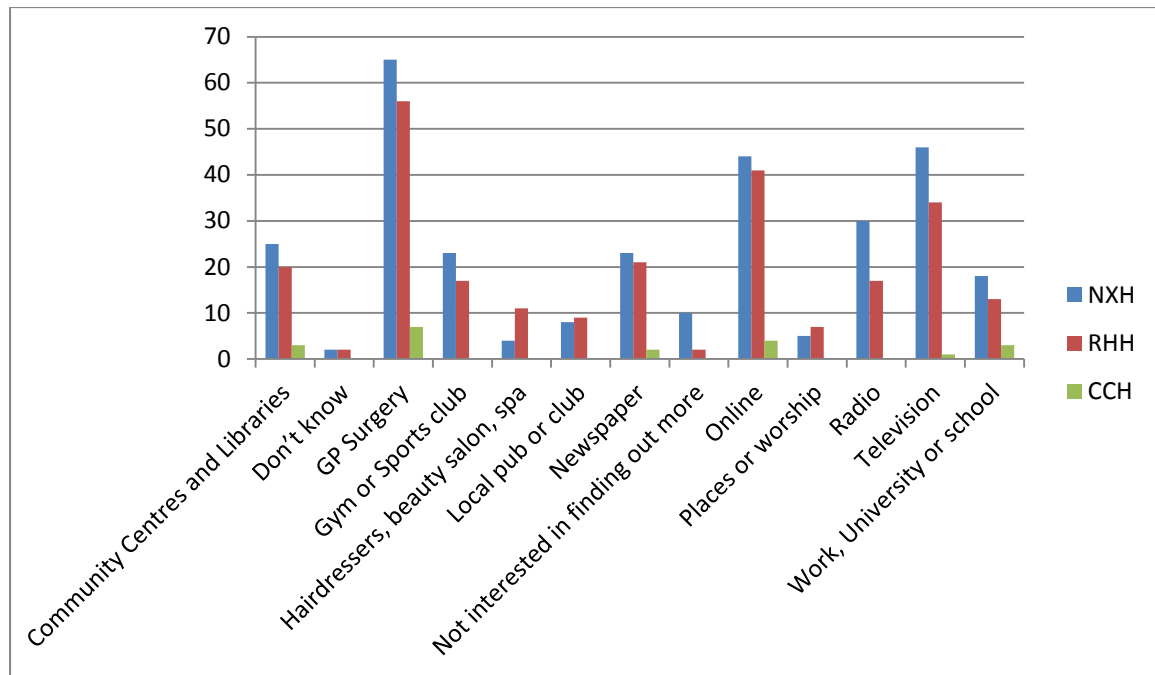
Post Test Experience

The majority of participants reported that having attended the Bowel Scope appointment they would:

- Continue to participate in NHS Bowel Cancer Screening at age 60?
190 – Said Yes **(2 non responders)**

- Encourage family/friends to participate in NHS Bowel Cancer Screening
187 – Said Yes **(2 non responders; 3 unsure)**

Participants were then asked where they would like to find out more about NHS Bowel Cancer Screening. The majority of participants reported their GP surgery:



The final questions gave the opportunity for any further comments, a sample of responses are below:

Do you have any other comments?	
Really apprehensive but all turned out fine, staff were exceptional, clear communicators, really caring and totally professional. Less painful than I had previously expected. Thank you.	I was really nervous today ref the bowel screening but the nurses and doctors were superb and I was worrying for nothing. It was good to get the results on the day. Thank you so much.
From the beginning of my procedure to the end, I was treated fantastically. Thank you very much.	Very impressed with all staff and care I received, 10/10.
The staff at the Beynon Centre were lovely. They took time before, during and after the procedure to explain things clearly and put me at ease.	The treatment I received today was first class. Sam and her team were so reassuring during the procedure and talked to me throughout. I am so lucky to live in an area offering this screening. I can't thank the NHS enough. I would encourage everyone to get this screening done when eligible.

4. Actions

- Share findings with Team
- Highlight findings at Health Promotion Events
- Repeat exercise in 12 month time

5. Conclusion

To conclude the Team have reviewed the patient experience for bowel scope participants and will continue to look for opportunities to promote the programme in all health promotion activities.