

Patient responses in Outpatient Hysteroscopy patient Satisfaction survey 2020

Overall Experience		Final Questions			Further Comments
Q1 Overall Experience	Q2 Choose the procedure again?	Q1 Pain during a period?	Q2 Pain during the procedure?	Q3 Rate the care	
Excellent	Strongly Agree	2	3	10	
Excellent	Strongly Agree	7	1	10	
Excellent	Strongly Agree	7	8	10	Very friendly staff, was nervous but everything got explained and my nurses were calmed.
Excellent	Strongly Agree	8	3	10	The team here are really friendly and treat patients with respect. They take the time to discuss procedures and heard my concerns which allowed me to feel understood but also better informed.
Excellent	Strongly Agree	2	6	10	
Good	Agree	7	8	10	
Excellent	Strongly Agree	8	6	10	There was more waiting for the procedure to begin than I expected. I was told 08:15, and it was 09:55 before I went in.
Excellent	Agree	6	7	10	
Excellent	Strongly Agree	8	8	10	I was very anxious, but all staff were supportive and kind. This was 3rd attempt at procedure, so really relieved that procedure was successful.
Excellent	Strongly Agree	4	4	10	
Excellent	Strongly Agree	7	3	10	Everyone was very kind. Thank you.
Excellent	Strongly Agree	3	2	10	Friendly staff, great care, I was nervous but felt in safe hands.
Excellent	Strongly Agree	9	2	10	Lovely staff; very reassuring and polite. Kept fully informed throughout. Could not be better.
Excellent	Strongly Agree	3	5	10	
Excellent	Neutral	8	5	10	
Excellent	Strongly Agree	0	1	10	
Excellent	Strongly Agree	9	3	10	The level of care I have received throughout the procedure was excellent. Thank you.
Excellent	Strongly Agree	3	3	10	
Excellent	No Answer	10	10	10	Everybody wonderful. Procedure: TCI G/A - procedure .
Excellent	Strongly Agree	2	3	10	Staff were all lovely. No complaints.
Excellent	Agree	7	5	10	Only problem was, there was no literature beforehand; that's understandable as I was given a cancellation appointment (Thank you!). BUT it would have been helpful to be given a bit more info by telephone - what to expect, pain killers etc - that was the reason I felt anxious on the day. Otherwise you were amazing!
Excellent	Strongly Agree	8	8	10	
Excellent	Strongly Agree	10	3	10	
Excellent	Strongly Agree	6	6	10	Excellent aftercare! Thank you x
Excellent	Strongly Agree	7	9	10	
Excellent	Strongly Agree	7	1	10	
Excellent	Strongly Agree	4	8	10	
Excellent	Strongly Agree	5	7	10	Thank you for your care. The information I received pre-procedure was informative, easy to read and good that recycled paper (I assume) is used. Some of the information does conflict itself (eg pre-procedure analgesia - one page states to take the night before, another page states on hour prior to procedure / pregnancy testing stated for sterilisation only). Tiny suggestions but they may help future patients. Thanks to all staff to all your TLC. Take care.
Good	Disagree	10	10	10	Care was excellent but I'd appreciate the opportunity to discuss further my concerns about the conditions reports and past history - which may be of relevance to the condition.
Excellent	Agree	4	9	10	
Good	Agree	4	7	10	
Excellent	Strongly Agree	6	4	10	
Excellent	Strongly Agree	8	4	10	Fantastic experience - totally in control and empowered. Pain was very manageable and much preferable to a general anaesthetic.
Excellent	Strongly Agree	8	5	10	I felt much calmer, especially because the nurses/doctors spoke and comforted me throughout. After I was checked up on and cared for - couldn't ask for better treatment.
No Answer	Strongly Agree	7	2	10	
Excellent	Strongly Agree	5	5	10	
Excellent	Agree	5	5	8	
Good	Agree	2	9	9	
Excellent	Strongly Agree	9	7	10	
Excellent	Agree	6	8	10	
Excellent	Strongly Agree	1	1	10	Big thank you for all the staff who helped me today.
Excellent	Agree	8	9	10	
Excellent	Strongly Agree	8	4	10	
Excellent	Strongly Agree	5	6	10	Fantastic care. staff have always looked after me very well, gone above and beyond their roles to assist in my care. Thank you all!
Excellent	Strongly Agree	2	2	10	
Excellent	Strongly Agree	2	2	10	The procedure went very well and I was very pleased with all aspects of it. Excellent is the only way to describe it.
Excellent	Strongly Agree	4	4	10	Higher chairs in waiting rooms.
Excellent	Strongly Agree	5	6	10	
Excellent	Agree	8	6	10	
Excellent	Strongly Agree	4	4	10	Pain is subjective.
Excellent	Strongly Agree	6	6	10	
Excellent	Strongly Agree	8	2	10	
Excellent	Strongly Agree	5	5	10	From the minute I entered the doors, everyone was helpful and willing to help me.
Excellent	Strongly Agree	1	2	10	
Excellent	Strongly Agree	2	3	10	Made to feel safe and that I was in control, all staff very kind, caring and approachable.
Excellent	No Answer	6	8	10	The staff were amazing, considerate and empathetic - I would not of coped with the procedure if it wasn't for them. Please praise them for me. Patient would have chosen procedure if the same situation, if had prior knowledge of what to expect.
Excellent	Agree	8	8	10	
Excellent	Strongly Agree	7	7	10	
Good	Agree	6	5	8	
Excellent	Strongly Agree	7	7	10	
Excellent	Strongly Agree	4	3	9	
Excellent	Strongly Agree	8	0	10	Excellent service and staff.
Excellent	Strongly Agree	7	6	10	Was treated very professionally. Thank you.
Excellent	Strongly Agree	5	5	10	The whole team was amazing. They were very pleasant and professional.
Good	Agree	7	9	8	
Excellent	Agree	5	8	10	
Excellent	Strongly Disagree	7	10	10	
Excellent	Strongly Agree	6	7	10	

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It can be noted that only 2 women reporting a pain score over 6 strongly disagree to have the procedure again. Both of them still rated the overall experience good/excellent.

In another woman who reported a pain score of 10, the procedure was abandoned & scheduled for hysteroscopy under GA. This patient has stated the overall experience as excellent.

All our patients underwent pre-operative discussions and consent confirming their choice of outpatient procedure.

Figure 1. Respondents' pain score during a period

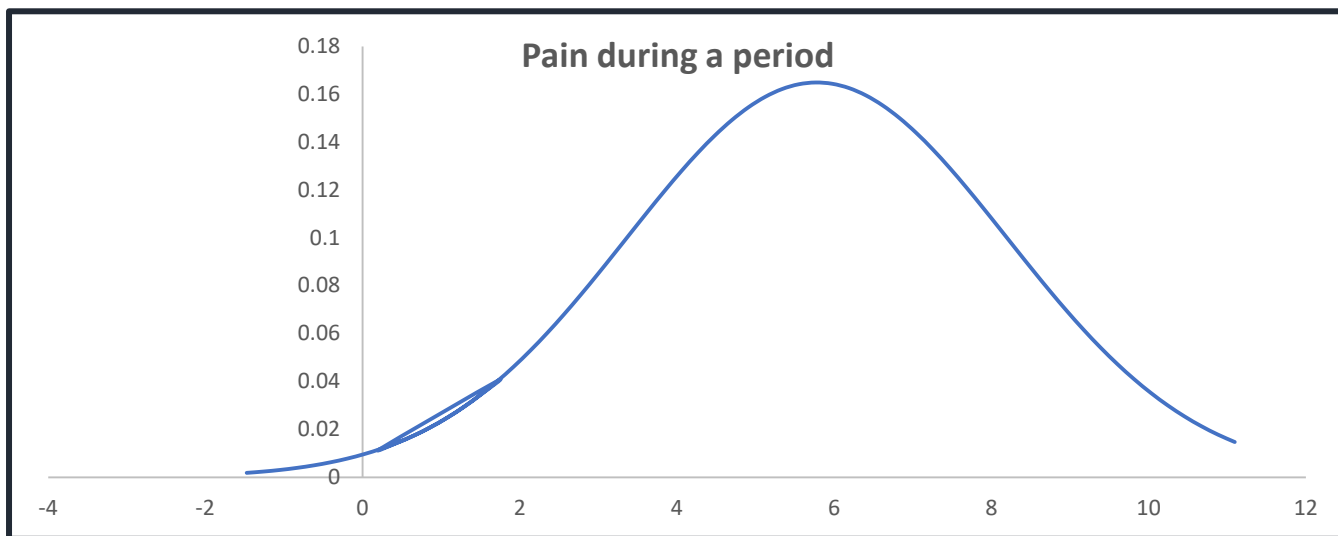


Figure 2. Same respondents' pain score during procedure.

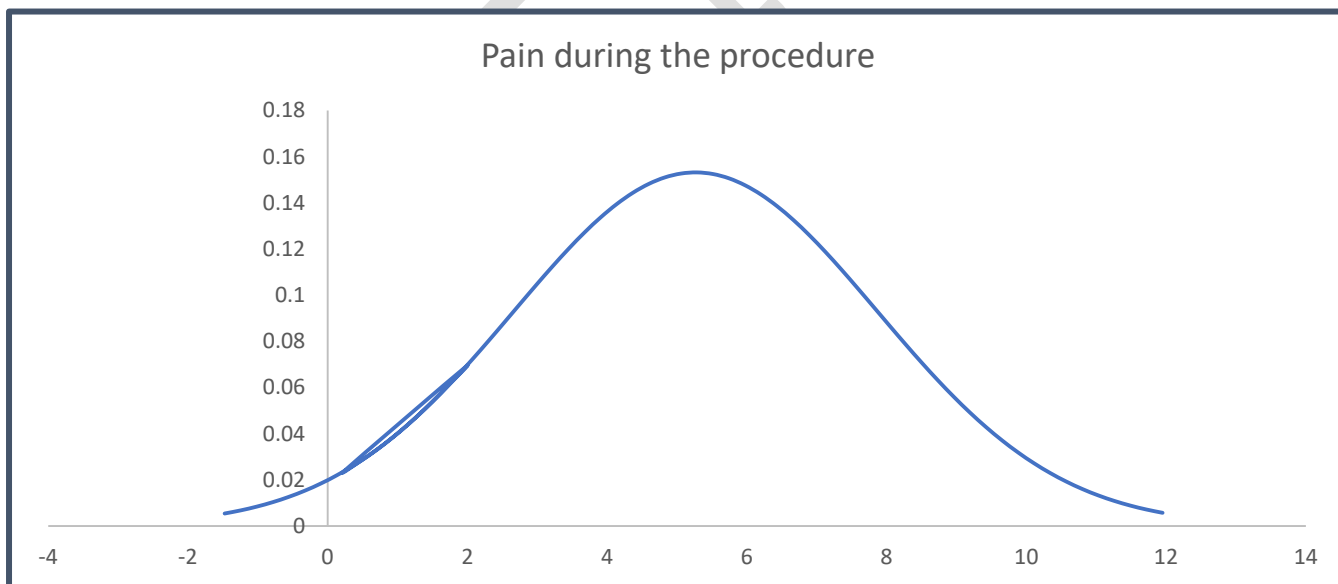


Figure 2 presented the median pain score of our respondents during the procedure as 5.5. As comparison, we also presented the same respondents' reported pain score during their periods (Figure 1), which we noted to be higher.