

PMB CLINIC AUDIT

WHEN

The audit was carried out between January 2012 & June 2013.

It was a continuation of our initial audit, which was carried out in November and December 2011.

WHY?

We carried out the audit to establish if patients were receiving the Heathfield PMB clinic information leaflet with their appointment letter. Although arrangements had been made with the appointments booking centre, to include the leaflet, we found that patients were consistently reporting that they were not receiving the information.

We also wanted to evaluate how effective the information was in preparing the patients for their consultation and investigations, and if it was a good reflection on their actual experience. This was of particular interest to us, as the leaflet was devised by our team of nursing staff at Heathfield Clinic.

Any additional comments were welcomed.

HOW ?

200 Patients were questioned

We used the same audit tool as the one used in our initial audit. The questions we –

- 1 Did you receive a patient information leaflet?
- 2 Was the information useful?
- 3 Was your experience as the leaflet explained?
- 4 Is there any further information that we could add that would be helpful?

RESULTS

Did you receive a patient information leaflet?

YES : 185 (92.5 %)

NO: 14 (7%)

1 PATIENT COULD NOT REMEMBER

Of the 14 'No ' responses 5 of the patients had received last minute appointments arranged by phone, so there was no time to send an information leaflet by post.

It was good to note that 92.5% of our patients had received the information leaflet, in comparison to 70% in our small, initial audit. I think that was a significant improvement.

WAS THE INFORMATION USEFUL?

4 patients chose not to read the leaflet

1 patient could not remember if they had read the leaflet

The feedback from the majority of the remaining patients was very positive and they reported that the information was informative and helpful.

Here are some of the comments given –

"Good adequate information"

"Well informed of what to expect"

"Gave me peace of mind"

"Brief and to the point"

"Tailored to my needs"

"Much improved from last experience, due to being prepared"

WAS YOUR EXPERIENCE AS THE LEAFLET EXPLAINED?

Again the majority of patients questioned were very positive and reported that their experience was just as the leaflet explained.

However the following 4 issues were raised

- 1 "I was not sure if my bladder should be full or empty, otherwise everything well done"

The leaflet does explain that the patient will be asked to empty their bladder before the consultation.

- 2 "I would like to have been forewarned about the possibility of a biopsy being carried out"

The leaflet does explain that this may happen, although the actual term biopsy is not used. We decided to use the word 'sample' however adding 'biopsy' as well as would probably be a good idea.

- 3 "Although everyone was very helpful, I would like to have been made more aware of the possibility of experiencing crampy pain"

We did discuss this issue at length when compiling the information leaflet, however we decided that we did not want to frighten or discourage patients from attending the clinic, plus the pain or discomfort patients experience can vary considerably. Interestingly one of the additional comments made by a patient was "Expected to be more painful" We did mention in the 'Any after effects' section the possibility of period type pain after the procedure, however I think that is an issue that we need to re-address.

- 4 1 patient found the leaflet confusing as she had not experienced any PV bleeding, however her transvaginal ultrasound scan showed a thickened endometrium. She did add that staff were "fantastic"

ANY FURTHER COMMENTS?

2 patients commented that they would like music in the procedure room

Although this could be possible, we always have a nurse assigned to chat to the patient, and to reassure while their procedure is being carried out.

1 patient commented that the room was too small !

We will have a bigger room when we move to Ayr Hospital

1 patient felt a "bit overwhelmed " with the amount of staff in the room

We always explain the reason for the staff present.

On a final and much more positive note, I have listed a selection of comments made by patients, which is a reflection of the patient centred care and commitment Dr Konamme and our nursing team endeavour to provide within our PMB service.

Very thankful for care received

"All good, staff fabulous"

"10/10"

"I really appreciated the fact that the staff spoke to me throughout"

"Could not improve things"

"Staff very reassuring"

Appreciated 'one stop' service

All very good, made to feel relaxed, could not be improved on

Staff were all very professional. All went smoothly.

"I was very apprehensive so I was glad to get everything done at once"

"Good service"

"Staff were all very nice, they could not have done better"

Patient was a teacher and commented that she would give all the staff an excellent report!

"Good experience, but glad it is over"

"All staff were lovely"

"Staff all very nice and helpful"

"All brilliant and kind"

"You were fantastic girls"

"I was anxious but was well reassured"