

OP1

A SERVICE EVALUATION OF PATIENT SATISFACTION IN A TERTIARY UK MESH CENTRE

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Introduction:

It is imperative that feedback is obtained from patients on their experience of using the Mesh Complications Service to help us understand what they think of the care they have received.

Materials and Methods:

A patient satisfaction survey was developed and introduced to the service in our unit, in our capacity as a tertiary Mesh centre. Data from 55 patients has been collected prospectively over the period March 2023 – January 2024. The survey included questions about the consultation received, and their overall experience. A 10-point Likert scale was used to measure the care they received. The survey data was compiled manually in an Excel spreadsheet to enable further interrogation and analysis.

Results:

In the questions pertaining to the consultation received, all patients responded that they strongly agreed/agreed with the statements provided. These included statements reflecting good explanation of their clinical condition, being able to discuss their concerns, involvement in their own care, and being treated with dignity and respect. When rating their overall experience with the service, all patients reported excellent or good service. On analysis of the responses on the 10-point Likert scale rating their care, 81% of the respondents rate their care as excellent (10), with all ratings being above 8.

Conclusions:

Questionnaire responses were hugely positive. Ongoing service evaluation is important to ensure that patients feel that they are receiving the appropriate care, and for a change in service to happen when it is needed.