Patient satisfaction with intravenous conscious sedation during oral surgical procedure

Division: Surgical

Site: Gloucestershire Royal Hospital,

Report Date: 28th April 2014

Compiled by: Jean Tucker

Supported by the Patient & Public Involvement Department
Aim:

The main aim for carrying out this survey was to measure patient satisfaction relating to their experience of intravenous conscious sedation during an oral surgical procedure. The objective was to use the feedback in order to inform any changes needed to improve the service.

Introduction:

The target group for this survey were patients who underwent oral surgical procedures under intravenous conscious sedation in the oral & maxillofacial surgery outpatient department at Gloucestershire Royal Hospital.

Methodology:

Respondents were asked to complete a questionnaire on their experience during their appointment. Respondents were asked to return the questionnaires by post using the prepaid envelopes provided. The survey took place from December 2013 to February 2015 and 89 surveys were distributed across the sites and 38 were returned given a response rate of 43%.

The data was inputted manually into SNAP Survey computer program which automatically generated the analysis.
Did you receive enough verbal information about sedation at your first consultation appointment?

yes (33) 87%
no (4) 11%
I don't remember (1) 3%

How useful was this information?

very useful (29) 78%
partially useful (7) 19%
not very useful (1) 3%
not useful at all (-)
I did not understand / receive the information (-)

Did you receive enough written information about the sedation at your first consultation appointment?

yes (29) 76%
no (6) 16%
I don't remember (3) 8%

How useful was this information?

very useful (23) 66%
partially useful (7) 20%
not very useful (-)
not useful at all (2) 6%
I did not understand / receive the information (3) 9%

Were you seen at the time that you were appointed?

yes (37) 97%
no (1) 3%
If no, were you told why you have to wait?

- **yes (1)**
- no but I did not mind (-)
- no but I would have like to have been told (-)

Did the doctor/dentist explain the reason why sedation was being used for the procedure in a way that you understood?

- **yes, definitely (34)**
- yes, to some extent (2)
- no (2)
- I don't remember (-)

Did the doctor/dentist explain what would happen during the procedure?

- **yes, definitely (33)**
- yes, to some extent (4)
- no (1)

Did you feel that the doctor/dentist gave you sufficient sedation for the treatment?

- **yes (37)**
- no, I would have liked to have been more heavily sedated (1)

Did you feel well cared for during the time you were sedated?

- **yes, definitely (36)**
- yes, to some extent (1)
- no, not at all (1)

Were you given enough verbal information about what to do post surgery?

- **yes, definitely (32)**
- yes, to some extent (5)
- no, I would have like more information (1)
- no, but I did not need any further information (-)
Were you given enough written information about what to do post surgery?

- yes, definitely (35) 92%
- yes, to some extent (2) 5%
- no, I would have like more information (1) 3%
- no, but I didn’t need any further information (-)

Did you feel that you were treated with respect and dignity?

- yes, definitely (37) 97%
- yes, to some extent (-)
- no (1) 3%

Did the dentist/doctor talk to you in a way that you could understand?

- yes, definitely (36) 95%
- yes, to some extent (2) 5%
- no (-)

Would you request sedation again if you required further treatment?

- yes, definitely (31) 82%
- yes, probably (3) 8%
- no (2) 5%
- I am not sure (2) 5%

Would you recommend oral surgery treatment with sedation to a friend/family?

- yes, definitely (28) 76%
- yes, probably (7) 19%
- no, unlikely (-)
- definitely not (1) 3%
- unsure (1) 3%
Would you recommend oral surgery treatment with sedation at our department to a family/friend?

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>yes, definitely</td>
<td>32</td>
<td>87%</td>
</tr>
<tr>
<td>yes, probably</td>
<td>4</td>
<td>11%</td>
</tr>
<tr>
<td>no, unlikely</td>
<td>-</td>
<td>-3%</td>
</tr>
<tr>
<td>definitely not</td>
<td>1</td>
<td>-3%</td>
</tr>
<tr>
<td>unsure</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Do you have any suggestions as to how we could improve the service?

- Have a separate area to wait in because you can't have anything to eat or drink, and everyone including reception staff, was drinking costa coffees
- Speed up the time between consultation and surgery
- Stephanie was really caring and made my experience good with her personal touch. Please let that be known to her peers. Good job Stephanie. In surgery I felt informed and confident thanks to the people in surgery (that day) I was very scared and felt my experience was good. Thanks
- Giving more information for after care, for example if things go wrong, how long to have soft foods etc, as it is easy for some patients to panic
- Sedation was brilliant as didn't feel anything as I was out of it which was good for me I did not realise that would be the case so would have been less anxious if I had known before hand
- I had 3 appointments cancelled which caused problems with my job
- The booking line phone I was given to book the procedure was either engaged or just rang out very hard to get through I was only given one weeks notice when I received the appointment for the sedation which was very little notice to give to work and arrange things like extra childcare
- You were a great team extremely helpful and caring. Thankyou
- Excellent and great aftercare had infection needed advice and to be seen again fitted in promptly
- You were a great help extremely helpful and caring. Thankyou
- Couldn't ask for anything more perfect service
- No I think personally it was the best that I could be
- Could include a box to identify any particular areas where staff excelled in their care for the patient. All staff were kind welcoming and friendly
- The ward nurse makes you feel like a number. Train your nurses to be nice and friendly not just when people can see
- More information about what I need to do before the appointment, for example, what to wear take makeup off. Also more details about what the sedation is and how it will affect me after
- I think the wait time in recovery could be a bit longer so you are more alert when leaving
- Was all great
- My appointment was moved to 2 months later. Had to wait for 5 months between first consultation and surgery needs to be faster
- More information at the first consultation. I don't have much of an idea what would happen on the day I had my tooth out. I can't fault anything on the day I was looked after very well by everyone involved and made to feel very comfortable.
- Excellent care
- very good service
- No not at all. From start to finish was professional and all staff very helpful and friendly. If anything the rooms are a little cold
- No, the service was excellent from start to finish
Are you?

- Male (4) - 11%
- Female (34) - 90%

What is your age group?

- Under 25 (12) - 32%
- 25 - 34 (15) - 40%
- 35 - 44 (5) - 13%
- 45 - 54 (5) - 13%
- 55 - 64 (1) - 3%
- 65 or over (-)

I do not wish to include my details (-)
Review & Dissemination

The results from this survey will be reviewed by the survey lead Mr Thomas Lees who will also present the findings at the next Clinical Governance Meeting following this report.

The results will be available to all departmental managers and clinicians and will be published on the Trust web page under Patient Experience as stated on the covering letter.

Monitoring of Action Plan

The action plan will be monitored by the survey lead Mr Thomas Lees.

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### SURVEY ACTION PLAN

<table>
<thead>
<tr>
<th>Dimension of Care</th>
<th>Improvement Area</th>
<th>Action(s) to be taken</th>
<th>Person(s) Responsible</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Comments made about waiting times for treatment and appointments being moved. In addition problems getting through on telephone noted.</td>
<td>Increased number of outpatient appointments for sedation now available (TL has completed year 1 of PGDip and now available to increase appointment numbers). Appointment booking has now moved to the central booking office. This will hopefully increase telephone access.</td>
<td>OMFS booking team</td>
<td>Current</td>
</tr>
<tr>
<td>2</td>
<td>Feedback suggests that this could be improved. It is not clear if this is due to 1) the existing information is inadequate or 2) some patients were not given the existing information (a patient information leaflet). Both aspects will be reviewed.</td>
<td>Monitor informal feedback. ?resurvey in years to come.</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>3</td>
<td>Feedback suggests that this could be improved. It is not clear if this is due to 1) the existing information is inadequate or 2) some patients were not given the existing information (a patient information leaflet). Both aspects will be reviewed.</td>
<td>New national advice has been published. This will be incorporated into the existing patient information leaflet. The importance of giving patients adequate pre-operative information will be stressed to all department members when the results of the survey are presented at the next CG meeting. Perhaps resurvey in years to come.</td>
<td>T Lees</td>
<td>Next 3 months</td>
</tr>
<tr>
<td>4</td>
<td>Feedback raises no problems with this.</td>
<td>Nil.</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>5</td>
<td>Feedback raises no problems with this.</td>
<td>Nil.</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>