



Audit and Satisfaction Survey on Ear Syringing Service in ENT Special Clinic – ‘Ear’

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Background

- **Ear wax impaction is a common problem, Special Ear Clinic was set up in Feb 2011 to shorten waiting time for ear syringing**
- **Service was provided by trained ENT nurses instead of doctor**
- **To alleviate patient suffering due to ear wax impaction**

Aim

- **To assess patient satisfaction**
- **To assess the effectiveness of ear syringing by ENT nurses**

Method:

I. Patient anonymous questionnaires:

- **100 patients recruited (who attended special clinic from Oct 2011 to Feb 2012)**

II. Doctor assessment and evaluation

- **Forms completed immediately after ear syringing**

III. Nurse interview by Associate Consultant

- **Job satisfaction and problem encountered**

Results

I. Patients:

- **Overall satisfaction rate 97%**
- **Waiting time shortened to 3.6 weeks, satisfaction rate 96%**

II. Doctors:

- **Effectiveness 95%**
- **Undesirable outcome (2 cases with ear canal abrasion)**

III. Nurses:

- **Enhanced career development**
- **Job satisfaction**

Conclusion

- **Waiting time was shortened from 12 weeks to 3.6 weeks**
- **Patients' overall satisfaction rate was high**
- **Doctors were satisfied with nurses' performance, their workload could be alleviated**
- **Nurses skill and job satisfaction could be enhanced**
- **Nurses were providing a safe and cost-effective service in ENT clinic**
- **Healthy patients and happy staff**



Happy Staff