Evaluation of Patients’ Perspective Towards a Urology Nurse-led Clinic in Queen Mary Hospital

Ng SL, Chan SM, Tse YB, Ho KL, Yiu MK
The Jockey Club Lithotripsy & Urodiagnostic Centre, Department of Surgery, Queen Mary Hospital, Hong Kong West Cluster

Keywords:
Patients’ perspective
Urology nurse-led clinic
Queen Mary Hospital

Introduction
The Nurse-led Clinics are developed quickly in different specialties among public hospitals in Hong Kong. In QMH, a urology nurse-led clinic was started in April 2010 to provide service to patients with three common urological problems, namely lower urinary tract symptoms (LUTS), loin pain and microscopic haematuria. Patients’ perceptive towards a nurse-led clinic are the key issue for its rapid and success development. A simple but comprehensive patient’s perceptive survey is used to collect patients' view on our services and provide information for continuous quality improvement.

Objectives
To identify patients’ perspective and satisfaction level after received services in the nurse-led clinic.

Methodology
The survey was conducted in Queen Mary Hospital during the 4-week period from 13 June to 8 July 2011. There were only two sessions in a week to follow-up patients in the nurse-led clinic for discussion of management plan or counselling at that moment. A questionnaire contains of 10 questions in Chinese version, focusing on patient’s perspective and satisfaction level towards the services provided in the nurse-led clinic. Patients were instructed to complete the questionnaire and returned by dropping into the return-box on the reception desk.

Result
There were 46 questionnaires given to patients after received services in the nurse-led clinic. However, only 42 patients (91.3%) returned the completed questionnaire. Nearly 93% of patients were agreed that nurses could understand their feeling, give adequate time for them to express their problems and provide suggestions accordingly. Amazingly, over 60% of patients disagreed with the statement of “I prefer to see a doctor instead of a nurse in this visit” and, more than 21% of patients had no comment on it. Furthermore, 40 patients (> 95%) rated 9-10 scores and no patient rated less than 8 score to the level of satisfaction (1= least...
satisfied; 10 = most satisfied) on the nurses in clinic. Obviously, all patients were highly satisfied the services provided in the nurse-led clinic. Also, majority of them prefer to attend the nurse-led clinic instead of waiting to attend the medical appointment.