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Evaluating patient satisfaction of an out-patient endoscopy centre

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Introduction

Evaluating patient satisfaction of an out-patient endoscopy centre: A survey Yeung, S. M., Tsang, S. P., Lam, Y. K., Yuen, M. M. S. & Shiu, A. T. Y. Cancers cause high medical and social burden, therefore early detection of cancers at their initial stage for early treatment has become a public health concern. Colorectum cancer, gastric cancer and esophageal cancer is the second, fourth and eighth leading causes of cancer death in Hong Kong, respectively. Oesogastroduodenoscopy and sigmoidoscopy are common screening services employed in Hong Kong aiming to detect and remove early lesions before they become invasive cancers. Patient satisfaction has been used as a tool to evaluate healthcare services for optimal healthcare delivery. However, no published studies have examined patient satisfaction of endoscopic services in Hong Kong.

Objectives

This study aims to evaluate patient satisfaction of an out-patient endoscopy centre of a regional hospital

Methodology

A survey using a self-administrative questionnaire was employed. Consecutive patients attending endoscopy service over a six month period are being recruited.

Result

Results Ethical approval was successfully obtained from the respective Cluster Research Ethics Committee / Institutional Review Board. It is expected that patient recruitment will be concluded in April 2013. Up till January, 180 adult patients have been recruited. Conclusion It is expected that the findings will contribute to the refinement of provision of endoscopy services and enhancement of patient-centred care. (200 Words)