



**Service Priorities and Programmes**  
**Electronic Presentations**

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**PWH Operation Theatre Parental Satisfactory Survey 2012**

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**Introduction**

The operating theatre was moved to new building on 2010 and new environment improves the operating theatre services to child patients. The child reception room and an educational slide video are facilitated to reduce parental anxiety. A survey was taken to study the effectiveness of existing facilities in reduction of anxiety and make suggestions for further improvement.

**Objectives**

The goal of this survey is to improve our quality of care and better educate parents accompany their child into the operation theatre and recovery room.

**Methodology**

This study was carried out at waiting room and recovery room inside operation theatre. On waiting room, the parents filled the personal detail and replied questionnaire 1 and 2 after they took a look to an educational slide video which explains the flow of surgery from waiting room to recovery room. On recovery room, parent needed to answer remaining 9 questionnaires and gave overall satisfactory rating and opinions.

**Result**

The duration of this survey was from April 2012 to Dec 2012 and number of paediatric surgical cases within this period was 472 cases. The effective survey copies are 150. The number of mother and father accompanied their child are 121 and 27 respectively. Overall, parents satisfy the operating theatre services and give a high overall score (9.1/10). From the records, it shows: 1. Mother is more concern than father. 2. Mother with full or part time job is more concern than housewife. 3. Mother age within 30 to 39 show more concern than other age group 4. Children's parent (age under 2) shows a significant concern to their child at all aspects. 5. All children <1 year were accompanied by their mother only. We summarized patient opinions and suggest following items for further improvement: 1. Increase number and type of books, toys and cartoons. 2. Play soft music all the time on waiting room. 3. Change the slide video into interactive type talk show video. 4. Provide operating theatre cosmic book to children (Age 3 and above) who can be easy to understand the flow of surgery. 5. A further studies to the time at which the educational video was presented and cost-effectiveness of video preparation in reducing individual and overall medical

costs.