



## Service Priorities and Programmes Electronic Presentations

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**How satisfied are out-patients who attended the endoscopy services? a survey.**

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**Introduction**

No published studies have ever examined patient satisfaction of out-patient endoscopy services in Hong Kong. There is also lack of a patient satisfaction questionnaire specific to measuring satisfaction of such service in out-patient setting.

**Objectives**

Specifically, this study aimed to: 1. Develop a questionnaire in Chinese, with adequate content validity, for measuring patient satisfaction of out-patients attending endoscopy services. 2. Measure patient satisfaction of out-patients attending an endoscopy centre for the services.

**Methodology**

This study was divided into two stages. Stage 1 was the development of the questionnaire while Stage 2 was a survey to measure patient satisfaction in an endoscopy center.

**Result**

A questionnaire was developed based on the literature. The questionnaire was determined by a ten-member expert panel as of high content validity. Two hundred adult out-patients were recruited from an endoscopy centre located in a regional hospital; 132 and 68 respondents underwent oesogastroduodenoscopy and sigmoidoscopy, respectively. Among the 200 respondents, 21.5% were aged over 60 years, 59 % were female, and over 70% had secondary or above level of education. Respondents were highly satisfied with the services; out of a possible range of global score from 0 (not at all satisfied) to 26 (extremely satisfied), our study obtained an average score of 24.2 (SD =2.5). There are three areas with some patients reporting their dissatisfaction, namely, (1) the waiting time for an appointment, 8%; (2) the waiting time in the hall for the endoscopy on the day of the endoscopy examination, 4.5%; and (3) the level of discomfort during the examination, 6.5%. This study has been successfully completed with the development of the questionnaire specific to the measurement of patient satisfaction with endoscopy services in a Hong Kong context. It is recommended that this questionnaire could be adopted as a regular instrument to

evaluate and compare the satisfaction of out-patients attending endoscopy services. The survey found that patients were highly satisfied with the services. Our findings suggest that out-patients' satisfaction with the three areas (waiting time for an appointment, waiting time in the hall, the level of discomfort during the examination) signify their whole satisfaction with endoscopy services. Recommendations on how to enhance patient satisfaction were made accordingly.