

1. BOOKING YOUR APPOINTMENT
2. PRIOR TO YOUR PROCEDURE

3. THE PROCEDURE AND GOING HOME
4. OVERALL SATISFACTION

- Questions in line with the Commission’s Australian Hospital Patient Experience Question Set (AHPEQS)

DOCTOR WHOM PERFORMED THE PROCEDURE: Dr Michael Miros (24) Dr Shahram Safa (5) Dr Hadi Moattar (6)

BOOKING YOUR APPOINTMENT

- | | |
|---|-----------------|
| 1. I was informed of the waiting time when referred for this procedure. | 100% YES |
| 2. I was satisfied with the appointment given. | 100% YES |
| 3. I was satisfied with the process for booking the appointment. | 100% YES |
| 4. What procedure did you have performed? | |

Colonoscopy **18 respondents**
Endoscopy **11 respondents**

Double Procedure **11 respondents**
Flexi-Sigmoidoscopy **NIL**

PRIOR TO YOUR PROCEDURE

- | | |
|--|-----------------|
| 5. I understood why I was having this procedure/s. | 100% YES |
| 6. I was mailed/emailed a booklet about my procedure before the appointment today. | 100% YES |
| 7. If yes, did the booklet explain your procedure in a clear manner? | 100% YES |
| 7a. Is there anything you specifically liked about the Booklet? | |

- | | |
|--|--|
| <ul style="list-style-type: none"> • <i>Very informative</i> • <i>It covers everything</i> • <i>Information all there</i> • <i>I liked that it broke the week leading up down into a very clear format</i> | <ul style="list-style-type: none"> • <i>Well set out, easily understood, made me feel less anxious and positive of a good outcome</i> • <i>Simple and understandable</i> |
|--|--|

7b. Could we make any improvements in the Booklet? *NIL answers*

- | | |
|---|-----------------|
| 8. I understood the preparation instructions i.e. fasting, bowel cleansing? (depending on the procedure booked) | 100% YES |
| 9. In your Day Procedure Booklet, there is information regarding colds, flu or possible infection and the necessity to call us prior to admission if this applies to you. Did you see this information? | 98% YES |

1 patient responded NO

- | | |
|---|-----------------|
| 10. I was satisfied with the information I received concerning risks and complications associated with the procedure. | 100% YES |
| 11. I was informed of the need for someone to drive me home and stay with me for 12 hours post procedure. | 100% YES |

11a. (COLONOSCOPY PATIENTS) I was aware of the need for someone to stay with me the night before your procedure while I was preparing. **100% YES**

12. The financial costs were explained to me before my procedure. **100% YES**

13. I was given the opportunity to ask any questions I may have had before the procedure with the:

Anaesthetist	100% YES
Gastroenterologist	98% YES
	1 patient responded NO

13a. My views and concerns were listened to. **“ALWAYS” – 100% YES**

14. I was satisfied with the consent process for this procedure. **100% YES**

14a. Prior to my procedure, I understood the:

Risks	100% YES
Alternatives	98% YES
	1 answered NO

Reason for having the procedure **98% YES**

1 answered NO

Possible reaction to Anaesthetic **98% YES**

1 answered NO

What will happen during your procedure **100% YES**

15. From your ARRIVAL time, how long did you wait to be taken through by the Nurse?
 Less than 15 minutes **69% of patients (22 respondents)**
 15-30 minutes **30% of patients (11 respondents)**
 30-60 minutes **1% of patients (2 respondents)**
 1-2 hours **(NIL respondent)**
- 15a. I was aware that my arrival time, was not my procedure time, and could expect to wait up to 60mins before being taken through by a Nurse. **98% YES**
1 responded NO
- 15b. I was informed of any delays, if the procedure list was running behind schedule. **100% YES**
16. I was given a sedative/anaesthetic for my procedure. **100% YES**
17. My procedure was:
 Acceptable and I would have it again if necessary **88.5% of patients responded (31 respondents)**
 Acceptable, but uncomfortable, I would have it again if essential **11.5% of patients responded (4 respondents)**
18. I experienced pain/discomfort during or after my procedure. **98% "No" (34 respondents)**
1 patient responded YES
 18.1 IF YES, I received pain relief that met my needs – Answered: **Yes (wind)**
19. I felt that my privacy and dignity was upheld throughout my admission. **100% YES**
20. I felt sufficiently informed about the:
 Initial findings from my procedure **100% YES**
 Follow up (see my GP) **100% YES**
- 20a. Who discussed this with you?
 Doctor **33 respondents**
 Nurse **17 respondents**
 Administration **6 respondents**
- 20b. I was satisfied with the information given to me. **100% YES**

MEDICATION (PATIENTS SKIP THIS SECTION IF NOT TAKING A BLOOD THINNER) 3 patients responded

20c. If you were taking a blood thinner, were you given instructions prior to your procedure, to cease specific medications? **100% YES**

20d. When discharged, were you given instructions on when to restart this medication? **100% YES**

20e. Did you understand the medication instructions and information given? **100% YES**

21. I was given information on what reactions I may experience after my procedure i.e. bloating or bleeding.
 Verbal **57% YES 20 responses**
 Written **57% YES 20 responses**
22. When discharged, I was told the after-hours phone number to call, if I needed advice after my procedure. **98% YES**
1 responded NO
- 22a. I felt completely informed about my experience at the Hospital. **100% YES**
23. I was happy with the care I received from the:
 Reception Staff **100% YES**
 Nursing Staff **100% YES**
 Anaesthetist **100% YES**
 Gastroenterologist **98% YES**
1 responded NO
- *UPDATED* COVID-19** (at time of survey Qld Health - current traffic light for Covid guidelines 'Green')
- 23a. Hand sanitiser was available to me at reception and in patient areas. **100% YES**
- 23b. I satisfied with the Covid-19 protocols in place at the Hospital. **100% YES**

OVERALL SATISFACTION

24. Overall I was treated politely and with respect during my admission to the Hospital. **100% YES**
25. I found the environment clean and comfortable. **98% YES**
Comment: Needs a paint job – tired.
26. When I was in the hospital, I felt confident in the safety of my treatment and care. **100% YES**
27. The location was easy to find. **100% YES**
28. I was aware of my Rights & Responsibilities. (in Procedure Booklet or displayed at the Centre) **100% YES**
29. I experienced unexpected harm or distress as a result of my treatment or care. **100% answered NO**

- 29.a My harm or distress was discussed with me by staff. 100% answered N/A
30. If you had a complaint about the service we provide, do you know the process for having this addressed? i.e. complete a feedback form, speak with a manager, send letter/email, read about our complaints process. 100% YES
31. In your opinion could we improve our service in any way? 100% answered 'NO'

Comments:

- *I found the leaflet with days, times excellent & sometimes that's all you need. I don't think you can do any better!*
- *You are all doing a fabulous job, so caring and so professional*
- *No from pre-op to end of procedure could not be faulted*
- *Your service is good. The receptionist, nurses, anaesthetist were very reassuring. The doctor I feel needs a better bedside manner – he just barked questions and after barked results*
- *No improvements required*
- *Just keep doing what you are doing. The public toilets could do with an update but were clean – just a little 'sad'. My treatment was fantastic.*
- *Completely happy and satisfied with my experience*
- *Can't improve on 110%*
- *All staff are amazing and make you feel comfortable under their care*
- *I've always considered the Doctor & staff & procedures to be professional*
- *Keep up the good work*
- *Everything was great*
- *Congratulations – everyone I had contact with were polite, professional, caring and went out of their way to ensure I was provided with excellent care & treatment. Well done!*
- *All the staff were very professional, friendly, helpful and assisted me from arrival to departure- thank you*
- *Absolutely fantastic staff*

32. I would have a repeat procedure at this Hospital? 100% YES
33. I would recommend this Hospital to a friend or relative. 100% YES
34. Overall my experience at Southside Endoscopy Centre:

Exceeded my expectations **72% YES 25 respondents**

Met my expectations **28% YES 10 respondents**

Did not meet my expectations **NIL**

Would you like to tell us more about your experience at our Centre, or provide suggestions/feedback?

- *I found the clinic to be very professional, but the staff were lovely and I would recommend to anyone*
- *As previously written very happy with all aspects of the hospital*
- *Professional and caring attitude by all staff. Quality customer service. Very impressed. Gluten free wrap & biscuits served after procedure*
- *Consistent, empathetic, professional level of care*
- *Very professional, I felt safe. All good*
- *My expectations are based on my past experiences at Southside Endoscopy. Professional and caring*
- *I cannot fault the care I received & wish to thank all the staff. See you again in 3 years*
- *110%, Dr Miros and staff amazing. Can't improve on 110%*
- *I was looked after very well*
- *Was extremely nervous, shouldn't have been. My procedure time was changed (the day before) from 12.35pm to 8.20am – this did throw me a bit as I was all straight in my head with what to do, then it all changed. Although in the end I was glad it was over and done with quicker. I wasn't expecting that. I was told to ring an hour before to check the list was on time, perhaps warn people that their whole procedure time might change and ask them if they are OK with that.*
- *Thank you appreciate your service, Thank the staff for me. I feel perhaps the Doctor might have been having a bad day. I don't want to judge him but I would have felt a bit more comfortable had he taken time to be a bit more courteous before the procedure. I was just about coming round after the procedure he again barked the results from the end of the bed. He seemed rushed – perhaps.*
- *I always have good experiences when visiting the clinic for my procedures. Thank you for always taking great care of me when I come in for my procedures. I couldn't ask for better service. Dr Miros is a pure gentleman. I have full trust in Dr Miros and his staff*
- *All staff from start to finish were polite & professional*
- *All the staff are first of all friendly and efficient. You have perfect staff. They're all friendly with total efficiency. You are put at ease from start to finish. I wouldn't go anywhere else and would recommend you to anyone who needs procedures*
- *The nurses are very caring and efficient. The doctors same*
- *Very smooth process. Nurses and staff were very welcoming and friendly. The light meal after the procedure was fresh and tasty*
- *3rd time attending – no concerns. Everyone lovely – am made to feel calm – nice atmosphere right through*

- I was especially pleased to find that I was the 1st procedure
- I couldn't fault the care I was given
- Above quality treatment
- I found everyone friendly, professional and caring
- All staff were courteous, kind and professional. It made the medical experience much less stressful. Thank you to Dr Miros and Dr Grewal. Reception and nursing staff also

RESULTS OVERVIEW

1. Discuss at upcoming Governance Meetings.
2. Circulate to all staff and Consumer Committee for review.
3. Involve our Consumers to make quality improvements based on patient's comments.
4. Implement action plan to address any areas and make appropriate quality improvements.
5. Provide results for patients in waiting room and on website.

Results Comparison June 2022 – February 2023

CRITERIA		Improvement	Decline	No Change	June 2022	February 2023	Changes
BOOKING YOUR APPOINTMENT							
1. I was informed of the waiting time when I was referred for this procedure.					100%	100%	/
2. I was satisfied with the appointment given.					100%	100%	/
3. I was satisfied with the process for booking the appointment.					100%	100%	/
4. What procedure did you have performed?	Colonoscopy				45%	51%	/
	Endoscopy				27%	31%	/
	Double Procedure				27%	31%	/
	Flexi-Sigmoidoscopy				NIL	NIL	/
	Iron Infusion				NIL	NIL	/
PRIOR TO YOUR PROCEDURE							
5. I understood why I was having the procedure/s.					100%	100%	/
6. I was mailed/emailed a booklet about my procedure before my appointment today.					100%	100%	/
7. If yes, did the booklet explain your procedure in a clear manner?					100%	100%	/
8. I understood the preparation instructions i.e. fasting, bowel cleansing in applicable.					100%	100%	/
9. In your Day Procedure Booklet, there is information regarding colds, flus or possible infection and the necessity to call us prior to admission, if this applied to you. Did you see this information?					100%	98%	Down 2%
10. I was satisfied with the information received concerning risks and complications associated with the procedure.					100%	100%	/
11. I was aware of the need for someone to drive me home and stay with me for 12 hours post procedure.					100%	100%	/
11a. COLONOSCOPY PATIENTS – I was aware of the need for someone to stay with me the night before my procedure while I was preparing.					100%	100%	/
12. The financial costs were explained to me before my procedure.					100%	100%	/
13. I was given the opportunity to ask any questions I may have had before the procedure with the:	Anaesthetist				100%	100%	/
	Gastroenterologist				100%	98%	Down 2%
13a. My views and concerns were listened to. "ALWAYS"					100%	100%	/
14. I was satisfied with the consent process for this procedure.					100%	100%	/
14a. Prior to my procedure, I understood the:	Risks				100%	100%	/
	Alternatives				92%	98%	Up 6%
	Reasons for having procedure				100%	98%	Down 2%
	Possible reaction to Anaesthetic				100%	98%	Down 2%
	What will happen during procedure				95%	100%	Up 5%
15. From your arrival time, how long did you wait to be taken through by the Nurse?	15 mins				58%	69%	-
	15-30 mins				32%	30%	-
	30-60 mins				7%	1%	-
	1-2 hours				3%	/	-
	2-3 hours				/	/	-

CRITERIA Improvement Decline No Change		June 2022	February 2023	Changes
15a. I was aware that my arrival time, was not my procedure time, and could expect to wait up to 60mins before being taken through by a Nurse.		92.5%	98%	Up 5.5%
15b. I was informed of any delays, if the procedure list was running behind schedule.		100%	100%	/
16. I was given a sedative/anaesthetic for my procedure.		100%	100%	/
17. My procedure was:	Acceptable and I would have it again if necessary	92.5%	88.5%	Down 4%
	Acceptable, but uncomfortable. I would only have it again if essential	7.5%	11.5%	Up 4%
	Totally unacceptable, I would not have this procedure again	NIL	/	/
18. I experienced pain/discomfort during or after my procedure. 'No answers'		97.5%	98%	Up .5%
18a. If yes, I received pain relief that met my needs.		97.5%	100%	Up 2.5%
19. I felt that my privacy and dignity was upheld throughout my admission.		100%	100%	/
20. I felt sufficiently informed about my :	Initial findings from my procedure	100%	100%	/
	Follow Up (see my GP)	100%	100%	/
20a. Who discussed this with you?	Doctor	34 responses	33 responses	/
	Nurse	13 responses	17 responses	/
	Admin	5 responses	6 responses	/
20b. I was satisfied with the information given.		100%	100%	
20c. If you were taking i.e. a blood thinner, were you given instructions <u>prior</u> to your procedure, to cease specific medications?		100%	100%	/
/20d. When discharged, were you given instructions on when to restart this medication?		100%	100%	/
20e. Did you understand the medication instructions and information given?		100%	100%	/
21. I was given information on what reactions I may experience after my procedure i.e. bloating or bleeding.	Verbal	62.5%	57%	-
	Written	82.5%	57%	-
22. When discharged, I was told the after hours phone number to call, if I needed advice after my procedure.		100%	98%	Down 2%
22a. I felt completely informed about my experience at the Hospital.		100%	100%	/
23. I was happy with the care I received from the :	Administration Staff	100%	100%	/
	Nursing Staff	100%	100%	/
	Anaesthetist	100%	100%	/
	Gastroenterologist	100%	98%	Down 2%
23a. Hand sanitiser was available in the waiting room and all patient areas.		100%	100%	/
23b. I was satisfied with the Covid-19 protocols in place at the Hospital.		92.5%	100%	Up 7.5%
24. Overall I was treated politely and with respect during my admission to the Hospital.		100%	100%	/
25. I found the environment clean and comfortable.		100%	98%	Down 2%
26. When I was in the Hospital, I felt confident in the safety of my treatment and care.		100%	100%	/
27. The location was easy to find.		100%	100%	/
28. I was aware of my Rights & Responsibilities? (in the Procedure Booklet or displayed at the Centre).		100%	100%	/
29. I experienced unexpected harm or distress as a result of my treatment or care. 'No' answers		100%	100%	/
29a. My harm or distress was discussed with me by staff.		N/A	N/A	/
30. If you had a complaint about the service we provide, do you know the process for having this addressed? i.e. complete a feedback form, speak with a manager, send letter/email, read about our complaints process.		100%	100%	/
31. In your opinion, could we improve our service in any way? 'No' Answers		92.5%	100%	/
32. I would have a repeat procedure at this Hospital.		100%	100%	/
33. I would recommend this Hospital to a friend or relative.		100%	100%	/

CRITERIA Improvement Decline No Change		June 2022	February 2023	Changes
34. Overall my experience at Southside Endoscopy Centre:	Exceeded my expectations	62.5%	72%	Up 10.5%
	Met my expectation	37.5%	28%	Down 9.5%
	Did not meet my expectations	NIL	NIL	NIL

Increases found in the following areas:

- Experience exceeded expectations (↑ 10.5%)
- Satisfied with the Covid-19 protocols in place (↑ 7.5%)
- Received pain relief that met my needs – when experienced pain/discomfort during or after procedure (↑ 2.5%)
- Aware that arrival time was not procedure time (↑ 5.5%)
- Understood what would happen during procedure (↑ 5%)
- Understood the alternatives (↑ 6%)

Decreases found in the following areas:

- Saw information in booklet regarding cold/flu symptoms prior to arrival (↓ 2%)
- Given opportunity to ask questions of the Gastroenterologist (↓ 2%)
- Understood reason for having procedure (↓ 2%)
- Understood possible reaction to Anaesthetic (↓ 2%)
- Procedure acceptable and would have it again (↓ down 4%)
- Aware of after-hours phone number to call if needed advice post procedure (↓ 2%)
- Found environment clean and comfortable (↓ 2%)

All other areas had a consistent result from the previous survey.