

## Patient Satisfaction Survey: Anesthetic Preoperative Communication.

### Introduction:

As part of the annual NHS health-check 2007, the Health Care Commission (HCC) undertook a survey of adult inpatients. However each trust must ensure its own quality assurance across its divisions. In 2008, the Royal College of Anaesthetists (RCoA) published a paper through their website examining a quality assurance measure for anesthetic communication skills<sup>1</sup>. This determined the relevance and reliability of a ten-item 'Consultation and Relational Empathy' (CARE) Measure as a tool for measuring patients' views of anaesthetists during preoperative assessment consultations. To measure our own quality of care we undertook a patient satisfaction survey following the RCoA model.

### Methods

Forty-five consecutive day-unit adult patients were asked to complete the ten-item CARE questionnaire immediately after their pre-operative assessment consultation.

### Patient demographics:

There was a roughly 50% split between male and female. Three quarters of the patients surveyed were aged 50 years or under. Under 10% were over 66 years. The vast majority of patients classed themselves as white. One patient did not comment on their ethnic group.

### Results:

	Excellent	Very Good	Good	Fair	Poor	%Excellent or V.Good
<b>Question</b>						
Ease	22	19	2	1	0	91
Story	19	14	8	0	0	80
Listening	21	15	6	0	0	80
Person	16	18	8	0	0	73
Concerns	18	17	7	0	0	75
Compassion	17	20	5	1	0	82
Positive	25	15	1	1	0	88
Explain	24	16	3	0	0	88
Control	16	15	5	1	0	68
Plan	18	14	6	1	0	71

### Discussion

The results are extremely positive. The anaesthetic department has shown a positive attitude towards patients' needs. Letting patients have control of their anaesthetic may be more difficult in the day case scenario. The negative comments were from 3 white, young male patients. It is possible that this group has different expectations of health care as traditionally they do not utilise health care services.

AIM2009/005

<sup>1</sup>Capturing patients' views on communication with anaesthetists: the CARE Measure  
S.W. Mercer, D.J. Hatch et al.D.J. Murphy