

Introduction

Patient satisfaction is an important measure of outcome in health care which can be used to drive quality improvement.

We based a patient satisfaction questionnaire on work presented at the International Study of Pain World Congress in 2008¹ and the pain management sections of The Royal College of Anaesthetists (RCoA) Audit Recipe Book (sections 11.2,11.4,11.5,11.8)².

Aim

To obtain patients' experiences of the quality of peri operative pain management.

Methods

Setting:

English District Hospital

Approval:

Organisational

Sample:

125 post surgical inpatients were recruited into the audit

Inclusion criteria:

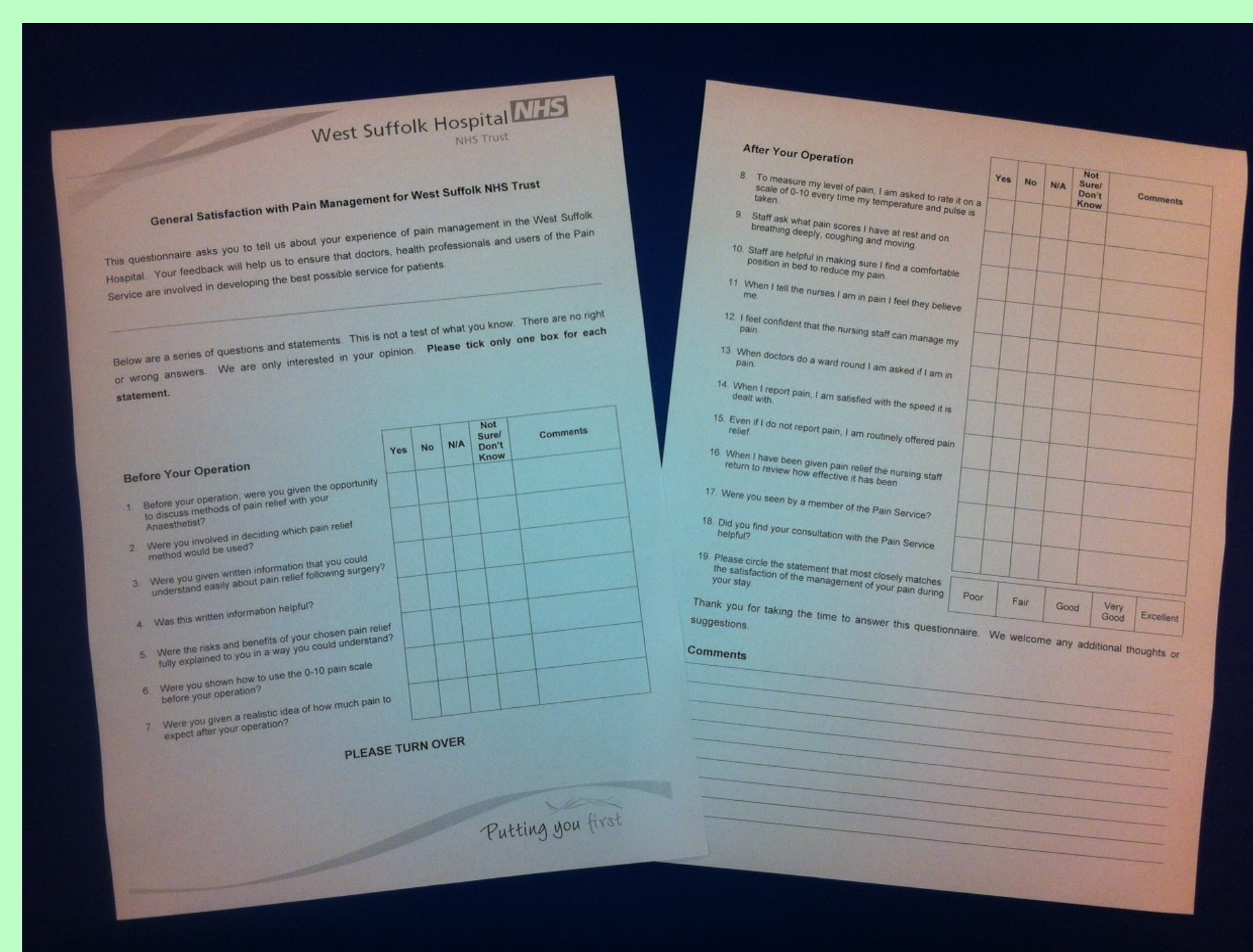
Elective or emergency orthopaedic, gynaecological or general post surgical

Data retrieval strategy:

Retrospective audit undertaken between 2012 and 2013

Data source:

Paper based patient questionnaire prior to discharge

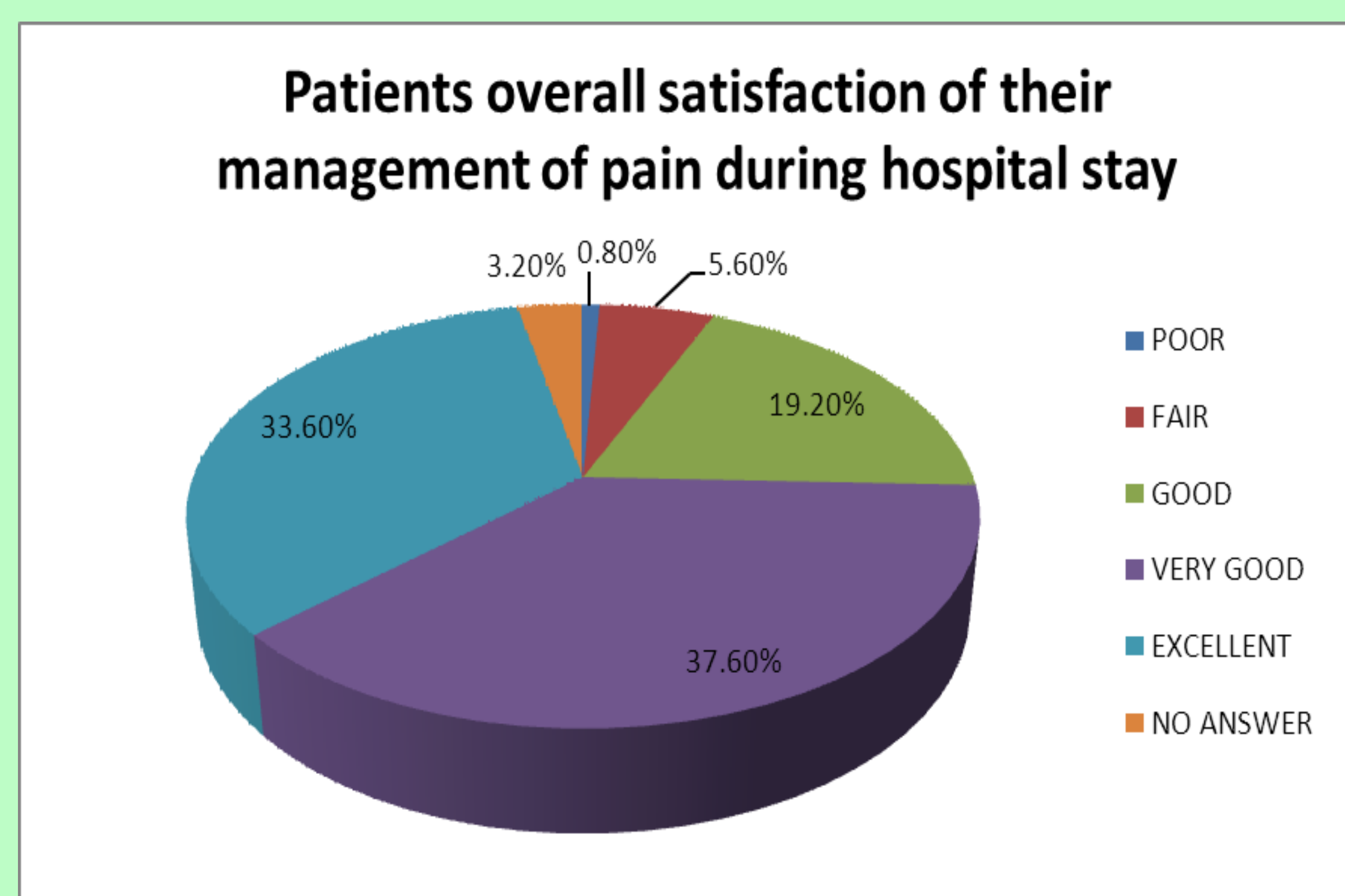


Results

125 patients returned the questionnaire. The results revealed that compliance with the audit indicators varied between 51.2% and 97.6%. Overall, 90% of patients rated satisfaction with their pain management to be good to excellent.

Results

	Quality Indicators (adapted from SQUIPP and RCoA indicators)	Standard (locally agreed)	Yes	No	N/A	Not sure
Information						
1	Prior to surgery patients are given the opportunity to discuss methods of pain relief with their Anaesthetist	100%	75.2%	14.4%	4.8%	5.6%
2	Patients are provided with written information that they can easily understand about methods of pain relief	100%	52.8%	35.2%	2.4%	9.6%
3	Patients find the written information about methods of pain relief helpful	100%	51.2%	8.8%	26.4%	13.6%
4	Patients are given a realistic idea of how much pain to expect after surgery	100%	60.8%	28%	4%	7.2%
5	Patients have the risks and benefits of chosen pain relief methods fully explained to them in a way that they can understand	100%	60%	12.8%	9.6%	17.6%
6	Patients are involved in deciding which pain relief method is to be used	100%	62.4%	23.2%	5.6%	8.8%
Pain assessment						
7	Before surgery patients are shown how to use the 0-10 pain scale	100%	68%	23.2%	0.8%	8%
8	Patients are asked to rate pain on a scale of 0-10 every time their temperature and pulse are recorded	100%	86.4%	8%	3.2%	2.4%
9	Patients have their pain scores assessed at rest, and on breathing, coughing and moving	100%	59.2%	26.4%	4%	10.4%
10	Patients feel believed when reporting pain to nursing staff	100%	88.8%	0%	8%	3.2%
11	Patients are asked on medical ward rounds if they are in pain	100%	81.6%	4.8%	5.6%	8%
General Care						
12	Patients perceive that nurses know how to manage their pain	100%	97.6%	0%	1.6%	0.8%
13	Patients found the nurses helpful in ensuring they were in a comfortable position postoperatively	100%	83.2%	8%	7.2%	1.6%
14	Patients reporting pain will be satisfied with the speed it is dealt	100%	79.2%	4.8%	9.6%	6.4%
15	Patients will be offered pain relief even if they did not report pain	100%	90.4%	3.2%	4%	2.4%
16	Patients given pain relief are reviewed by nursing staff to ascertain how effective it has been	100%	63.2%	16.8%	12%	8%



Discussion and Conclusion

Despite suboptimal results particularly relating to quality of patient information, overall 90% of patients perceived their pain management to be good to excellent.

We plan to establish a collaborative interdisciplinary working group, consisting of preadmission, anaesthetic, surgical and pain services, to agree on recommendations for quality improvement with a focus on patient information.

A re-audit of patients' experiences is planned. A strategy to collect data on planned versus unplanned admissions will be included in the next audit as we suspect this variable may have influenced aspects of our results.

Recommendation

We feel that the development of a national validated patient reported outcome measure questionnaire for peri operative pain management would be beneficial to assist with benchmarking of in-patient pain services.

References

- Idvall E., Berg A. (2008) Patient assessments of strategic and clinical quality indicators in post operative pain management - different surgical patient groups. Poster presented at the International Study of Pain 12th World Congress in 2008. August 17-22 2008. Glasgow, United Kingdom.
- The Royal College of Anaesthetists. (2012). *Raising the Standard. A Compendium of Audit Recipes for Continuous Quality Improvement in Anaesthesia*. 3rd Edition. Available from: <http://www.rcoa.ac.uk/system/files/CSQ-ARB-2012.pdf>

Contact Details

Department of Pain Medicine, West Suffolk Hospital NHS Trust, Bury St Edmunds, Suffolk, IP33 2QZ, England.

Email: Dawn.pretty@wsh.nhs.uk or Christine.waters@wsh.nhs.uk
Tel: +44 (0) 1284 712528 Fax: +44 (0) 1284 713183