PATIENT SATISFACTION SURVEY: INTRODUCTION OF A TELEMEDICINE OUTPATIENT REVIEW SERVICE IN A GYNAECOLOGY-ONCOLOGY CENTRE DURING COVID-19

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Introduction/Background

With the outbreak of the COVID-19, the National Health Service has had to rapidly adapt many systems. One such change to the delivery of patient care has been the increasing use of TeleMedicine during the pandemic.

Methodology

A new TeleMedicine outpatient review service was introduced in a Gynaecology-Oncology centre in April 2020 in response to COVID-19. To determine patient satisfaction with this change in practice, a dedicated feedback questionnaire was devised. All patients who received a TeleMedicine consultation from one Consultant-led Gynaecology-Oncology clinic in November 2020 were offered the opportunity to participate in the voluntary and anonymous survey.

Results

Response rate was 100% (n=19). All patients confirmed feeling ‘safer’ receiving a telephone review. All found TeleMedicine ‘highly convenient’; and for 18 (95%) it was ‘less costly’. 11 (58%) calls were made on time. 3 patients (16%) missed the initial call. Patients confirmed that the clinician introduced themselves in 18 (95%) cases; explaining the purpose of the call 89% of the time. 2 patients (11%) experienced technical problems with reception and volume. 84% expressed ‘no concern’ discussing health issues via phone; and 95% interpreted the clinician’s communication as ‘clear’. All felt ‘listened to’; and 16 (84%) had been given the opportunity for questions. 16 (84%) were ‘content’ with omission of physical examination. 17 (89%) were advised how to seek help if needed. The majority (79%) were ‘very satisfied’ with the service. 2 (11%) would decline further TeleMedicine review.

Conclusion

Gynaecology-Oncology patients appear overall satisfied with replacement of face-to-face outpatient consultations with TeleMedicine during the ongoing pandemic. To ensure quality of care and patient safety – patient triaging; TeleMedicine proformas; use of video; and low threshold for escalation – are all important considerations.