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Introduction

Our Trust is committed to delivering services which provide positive patient experience with one of the Trust core values being “putting patients at the heart of everything we do”, furthermore, a core behaviour expected of all staff is “seeks, listens and acts on feedback”. Patient reported experience measures are an established method for gathering patient experience and should be an important focus when evaluating dietetic services.

Aim

Evaluate the experience of hepato-pancreato-biliary (HPB) surgery inpatients at our Tertiary centre who received dietetic care.

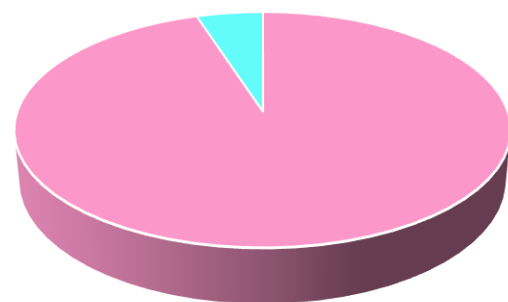
Methods

Dietetic friends and family test questionnaires were to be given to all HPB surgical patients seen by a dietitian during admission for eight weeks from September 2023. The questionnaire contained one multiple choice question and one free text question. Dietitians were to provide patients with paper questionnaires pre discharge. There were returned anonymously via the ward clerk. During analysis, free text response would be grouped into themes.

Results

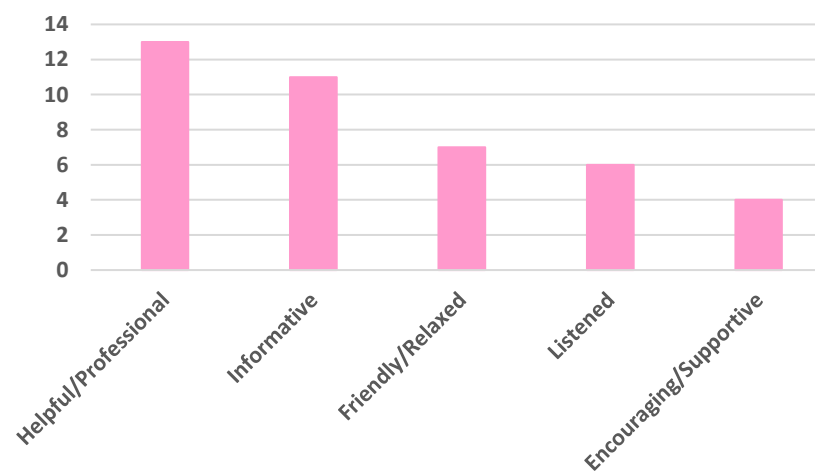
20/34 (59%) questionnaires were returned
There were 20 responders for Question 1 while 17 responded to Question 2

“How likely are you to recommend our dietetic service to friends and family if they needed similar care?”



■ Extremely likely ■ Likely

“Please can you tell us the reason for the score you have given?”



Conclusions

Responders had a positive experience, and would recommend the dietetic service. Free text responses proved powerful and further evidenced delivery of patient centred care. It appeared patients enjoy the opportunity to give profession specific feedback, this should be established as part of routine clinical practice within dietetics.
Limitations: small sample size, possible user bias and missed patients. These are areas for improvement in the future work. This work forms an important role in multi-faceted service evaluation and can be used in conjunction with other measures of quality, including clinical data, to demonstrate delivery of high-quality patient centred dietetic care.