Clinical Audit of patient satisfaction with information they receive during and about their care in cardiothoracic surgery

Department of cardiothoracic surgery St George’s hospital London
Background

• GMC/NICE issued guidelines on information to be given to patients about their care
• Accurate comprehensible information on diagnosis, procedures, prognosis, complications/risk and outcomes
• Doctors must work in partnership with patients to obtain informed consent
• Discussion should involve all treatment options for the index condition including non treatment and their implications
• Patients should voluntarily chose a treatment option, including no treatment (clinicians could recommend the best option)
• **Aim/objective:** to determine patient satisfaction with information they received about their care in cardiothoracic surgery

• **Inclusion criteria:** patients with capacity, had cardiothoracic procedure and agree to respond to questionnaires

• **Method:** prospective data collection on consecutive 300 patients via an anonymous designed questionnaire
Results

- N=300 (Thoracic 155 + cardiac 145)
- 7% felt that their operations were recommended rather than their free choice
- 97% were satisfied with the description of procedure and its complications
- 4% felt no alternative treatment were discussed
- 100% have been informed about what to expect during treatment
- 8% did not want family involvement with their care
- 100% were satisfied with overall care
Recommendation/Conclusion

• All treatment options, including non treatment and their implications should be discussed with patients even where there is a single standard recommended treatment.

• Patients with capacity should always be allowed to make voluntary informed choice from all available treatment options.

• Clinicians should always be sensitive about patient wishes with regards to family involvement in their care.

• **Conclusion:** there is relatively high level of patient satisfaction overall but there is room for improvement in ensuring voluntary decision making and description of procedure
References

• Department of health reference guide to consent for examination or treatment, Department of health London April 2001
• General medical council seeking patient consent the ethical consideration GMC London 2008
• Consent in cardiac surgery a good practice guide to agreeing and recording consent, SCTS 2005
Thank You
Any Questions?