



35<sup>th</sup> Annual  
**ESRA**  
Congress 2016

Maastricht, The Netherlands  
7-10 September, 2016

*Maastricht*



# PATIENT SATISFACTION: DAY CASE DOMICILIARY INTERSCALENE CATHETER SERVICE FOR SHOULDER SURGERY

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The Newcastle upon Tyne Hospitals   
NHS Foundation Trust



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# Presentation Disclosure

Nothing to disclose

Company	Nature of Affiliation
<ul style="list-style-type: none"><li>None</li></ul>	<ul style="list-style-type: none"><li>Not applicable</li></ul>

## Off-Label Product Usage

- None



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# Background

- Shoulder procedures are extremely painful.<sup>1, 2</sup>
- Oral and intravenous multimodal analgesia
- Regional anaesthesia and analgesia (Interscalene brachial plexus block + superficial cervical plexus block)
  - Single shot local anaesthetic block with (out) additive
  - Catheter technique<sup>3</sup>
- Domiciliary interscalene catheters for post-operative analgesia<sup>4, 5</sup>



# Overview

- Awake +/- conscious sedation (anxiolysis) open shoulder surgery since 2012
- High VAS scores → catheter technique
- Pre-assessment for suitability for the process
- Information provided
- Offered choice of anaesthetic
- Discharged same day
- Followed up by specialist nurse – 3 days → catheter removed POD 3





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# Methods



- Trust clinical governance committee approval
- Anonymised postal survey
- 25 consecutive patients 4 weeks after surgery
- Received 25 responses (100%)





*The following questions were included in the questionnaire:*

**1. Pre-assessment:**

- a) I was provided with enough information about what was going to happen from the anaesthetist prior to the procedure
- b) I felt reassured, and was able to ask the Anaesthetist all the questions that I wanted
- c) The information in the patient information booklet was clear and easy to understand
- d) I was provided with enough information about what was going to happen from the surgeon
- e) I felt reassured, and was able to ask the surgeon all the questions that I wanted
- f) I was given enough information to prepare for my theatre experience

**2. Upon arrival in theatre complex, my privacy was respected**

**3. During the surgery:**

- a) I had uncomfortable feelings like thirst, hunger, nausea, headache
- b) I felt uncomfortable: cold, warm, badly positioned on the bed
- c) I felt uncomfortable hearing and/or seeing what was happening

**4. After the surgery in the recovery room:**

- a) I had uncomfortable feelings like thirst, hunger, nausea, headache
- b) I felt uncomfortable: cold, warm, badly positioned on the bed
- c) I had pain

**5. Since coming back to the ward:**

- a) I had uncomfortable feelings like thirst, hunger, nausea, headache
- b) I had pain

**6. Overall about the staff:**

- a) In the block room, before going into the operating theatre, the medical and nursing staff were attentive
- b) In theatre, the medical and nursing staff were attentive?
- c) In the recovery room, the medical and nursing staff were attentive?
- d) In the ward, the nursing staff were attentive

**7. Did you receive enough information prior to discharge from the hospital?**

**8. The staff were courteous, polite, friendly and helpful during your stay?**

**9. The senior nurse during home visits was courteous, polite, friendly and helpful**

**10. Overall I was satisfied with the service for my shoulder surgery**

**11. I would recommend this to my family or friends if they were having shoulder surgery?**

**12. How can we improve our service for patients in the future?**

→ Pre-assessment

→ Pre-op and Intra-op

→ Recovery and ward

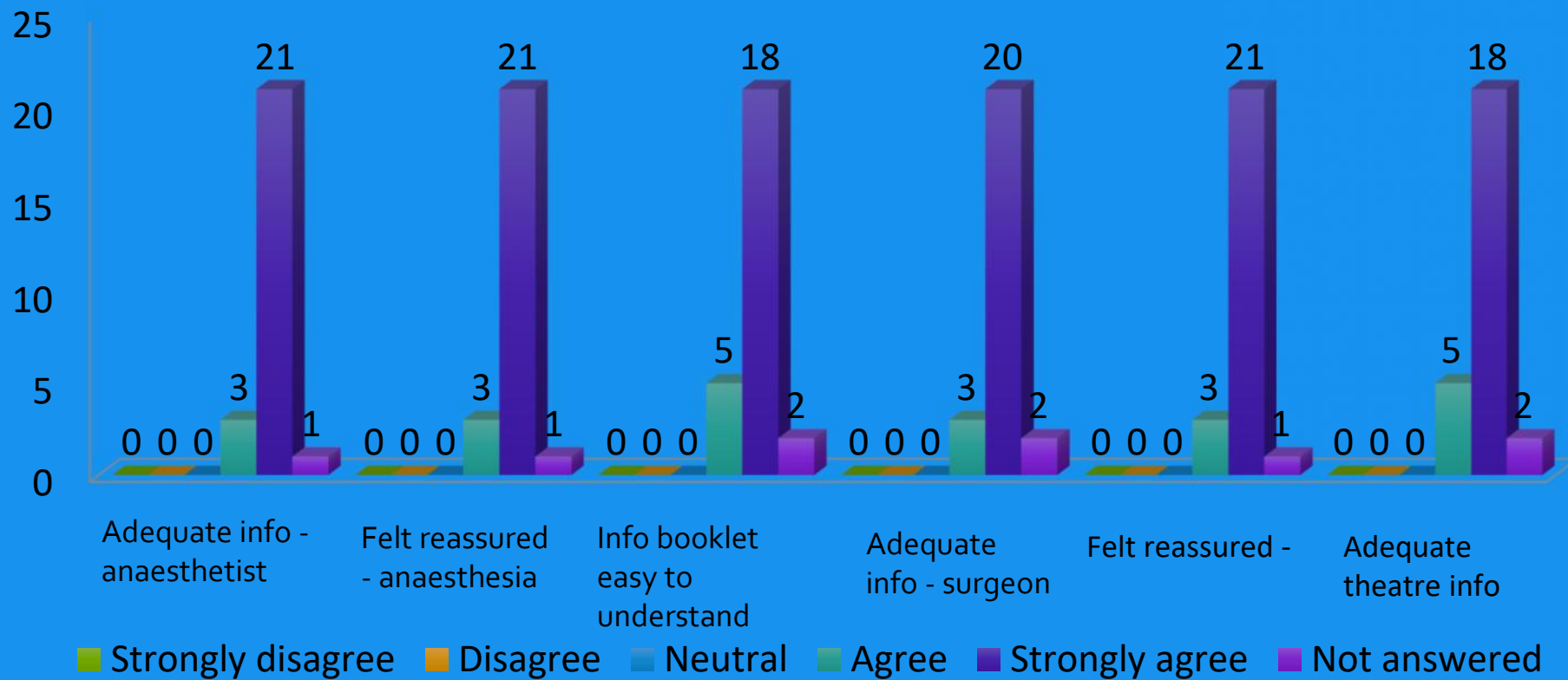
→ Overall experience

# Analysis

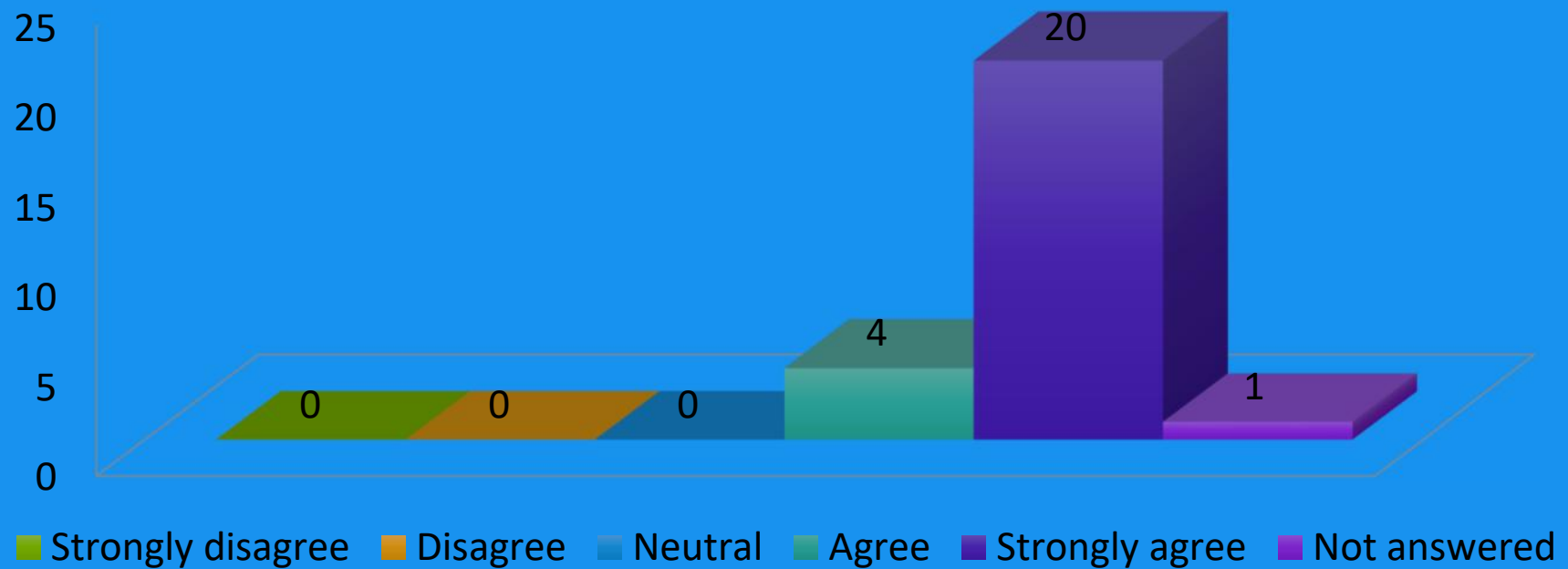




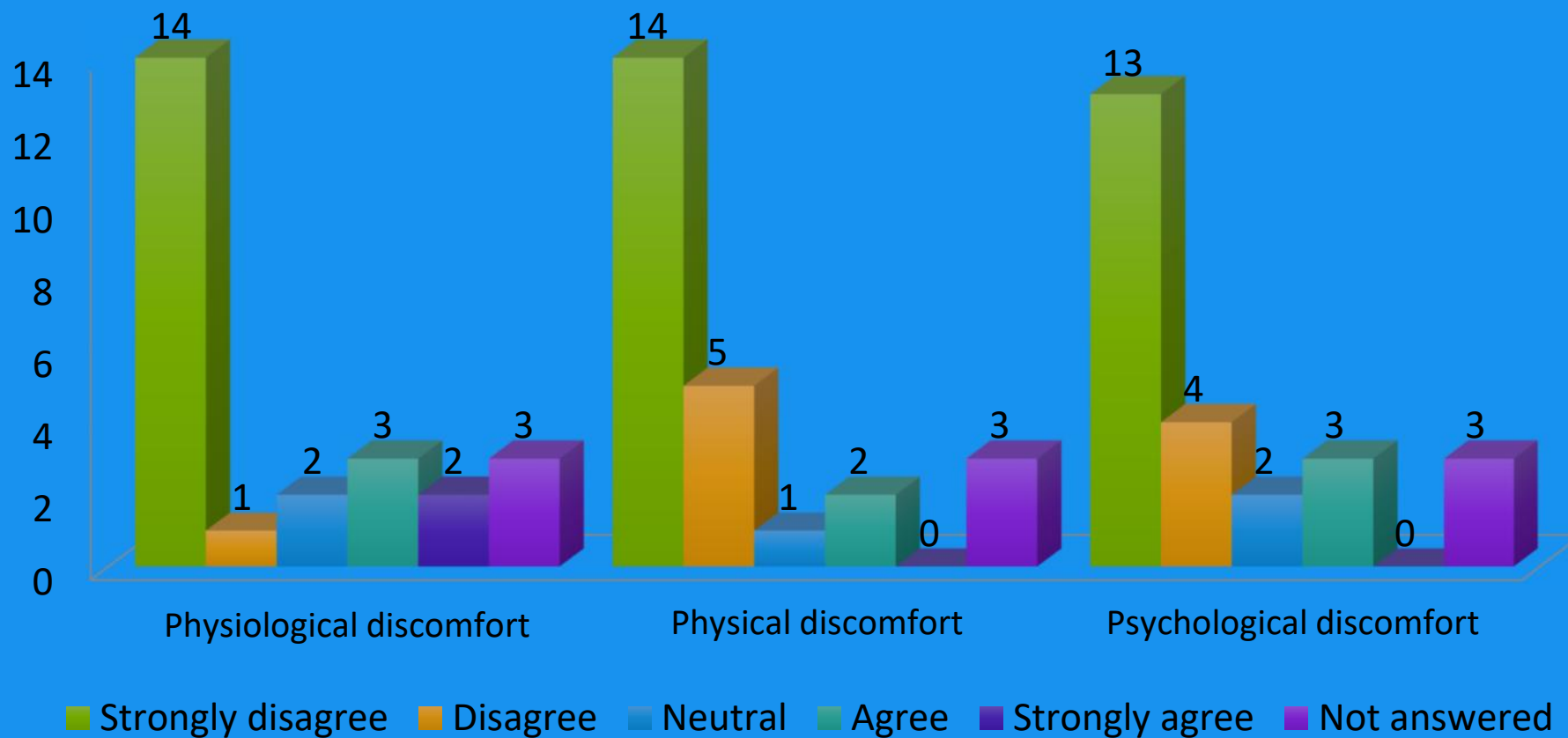
# 1. Pre-assessment



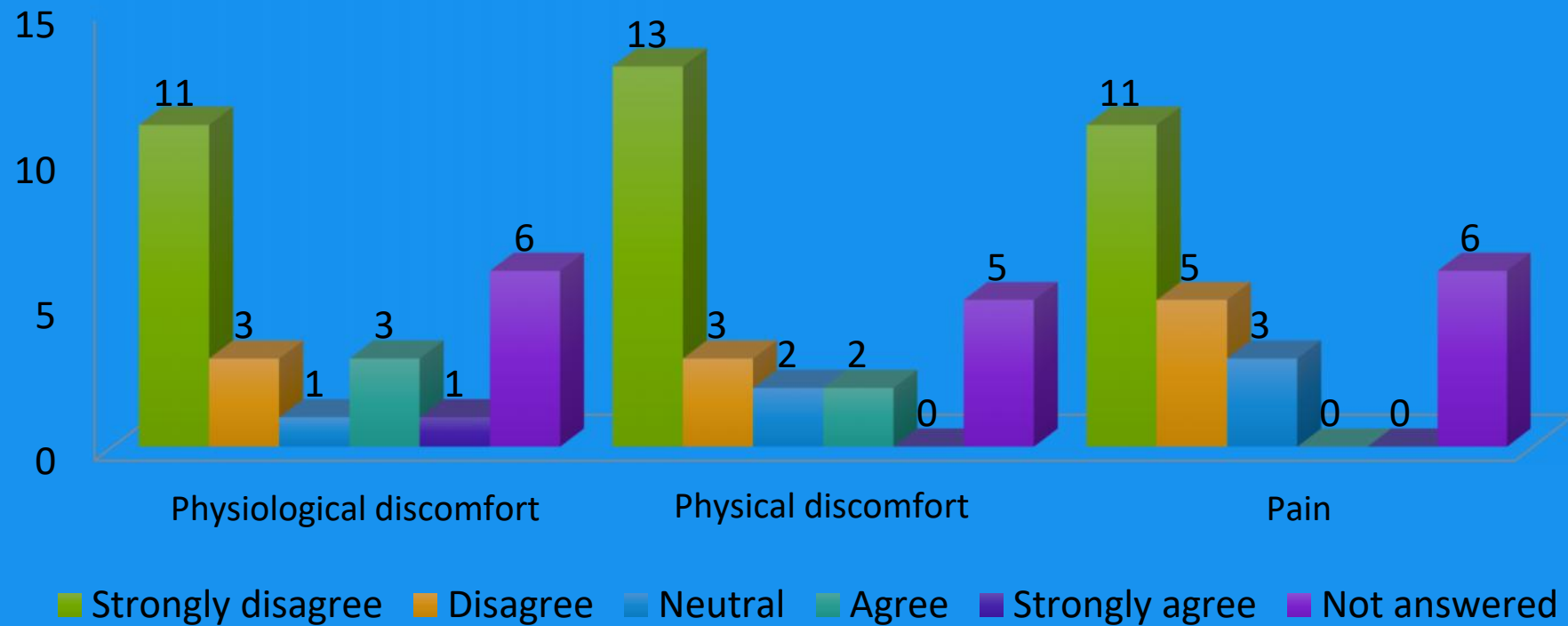
## 2. Privacy in theatre complex



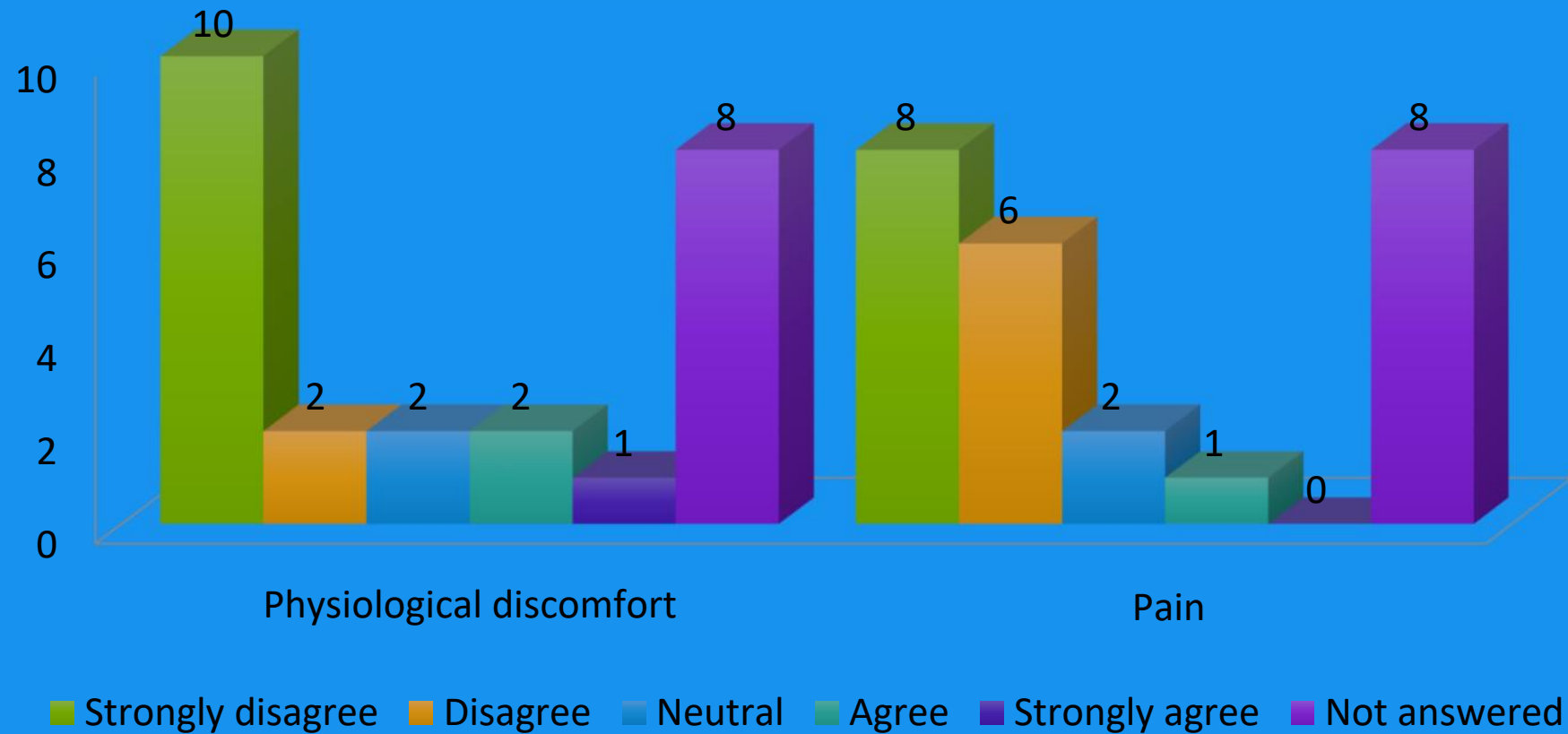
### 3. During surgery



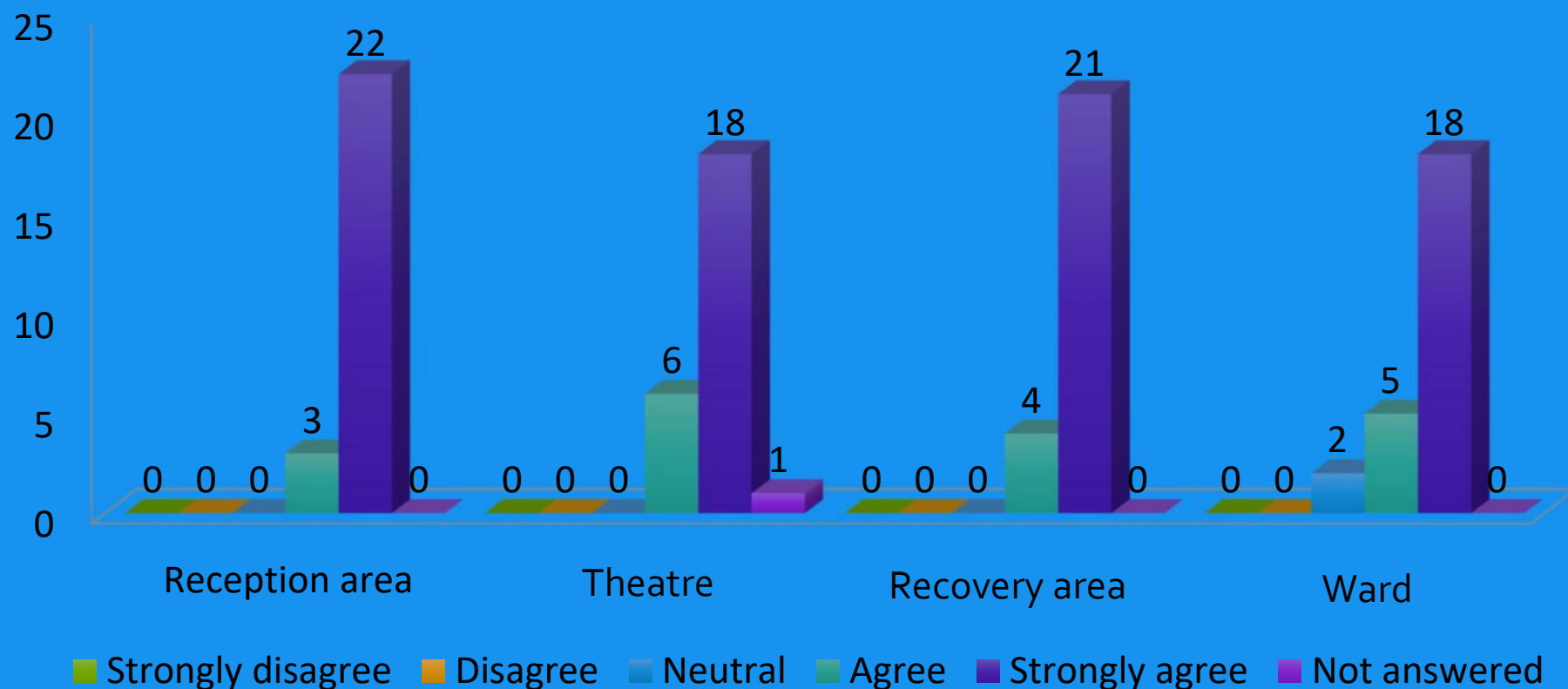
# 4. Post-op Recovery area

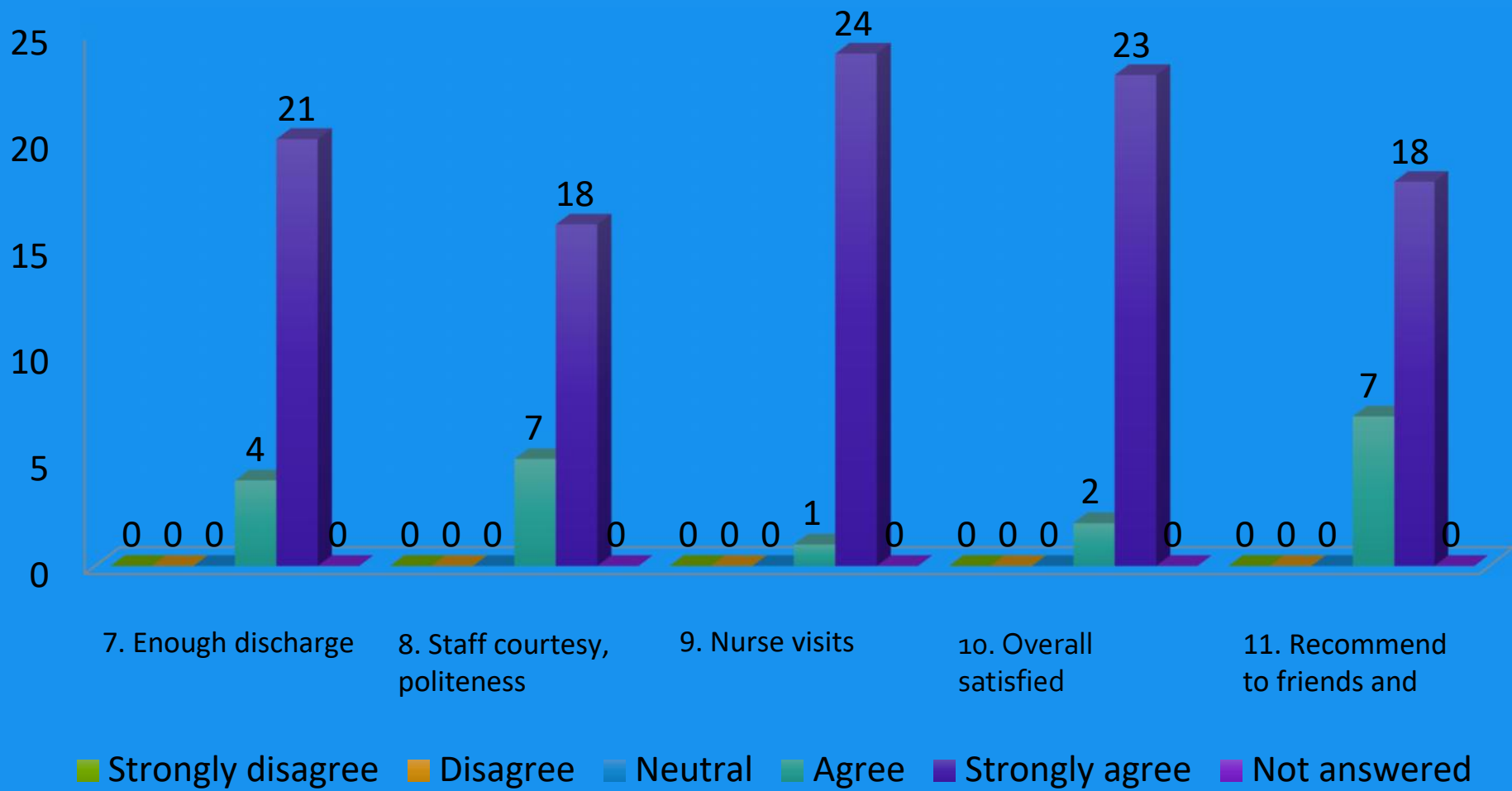


# 5. Ward



## 6. Overall about the staff attentiveness







# 12. How can we improve our service?



Being discharged home with catheter. Transport provided without needing to ask for it

Brilliant. Cannot think of improvement.

Continue the current high quality service

Nothing could be improved more.

No complaints.

No improvement needed, already excellent

Difficult to improve service (already excellent)



# Free comments



Great service, keep up the good work, no complaints, great NHS

Excellent hospital and community medical and nursing staff, friendly and approachable

Could not fault anything, everyone was good, made me feel comfortable. Whole process worked so well, very little pain, staff were great

First class service from all staff involved

Very satisfied with the whole process all throughout, lot less painful than previous operation, home visits excellent

Whole medical team excellent, home visits appreciated



# Results

- All satisfied or very satisfied with the entire process including pre-assessment, intra-hospital perioperative care and the post-operative home visits
- All very happy with the overall experience
- All would recommend the service to family and friends



# Conclusion

- Successful –
  - ✓ With patients – early discharge home, home visits by specialist nurse
  - ✓ With hospital managers – cost savings
  - ✓ With theatre staff – increasing efficiency



# References

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# Thank you



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# Questions please?

