

# Prosthetic Service – Patient Satisfaction Audit

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Summary Report

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## INTRODUCTION

Evaluation of the quality of healthcare has emerged as a key issue for all health services, and for some time it has been recognised that the patient's views are an essential component of each evaluation. A number of studies have found that patients who are more satisfied with their experiences of healthcare are more likely to follow the advice they receive or adhere to medical regimes. Poorer health status is associated with higher dissatisfaction <sup>(1)</sup>. The prosthetic industry, like other healthcare services, is increasingly asked to quantify its quality and value. Little is known about the use of and the satisfaction with prosthetic devices and related services among persons with limb loss <sup>(2)</sup>. Through use of the national standards published by the British Society of Rehabilitation Medicine (BSRM) Amputee and Prosthetic Rehabilitation Standards and Guidelines (2<sup>nd</sup> edition) <sup>(3)</sup> and the Royal College of Physicians Measurement of Patients' Satisfaction with Their Care <sup>(1)</sup>, 2 prosthetic service users' satisfaction questionnaires has been developed focusing on accessibility and availability of services, communication, technical quality of care and follow up.

## METHOD

Patients to be questioned were identified from recent prosthetic multidisciplinary clinic lists, personal details were obtained from the Prosthetic Database (SMART). Two questionnaires were designed in collaboration with the Clinical Effectiveness Department. Questionnaires were posted to patients and included a covering letter and return envelope. A total of 110 patients were included in the audit.

## RESULTS

Well-fit, comfortable, and easy-to-use prosthetic devices that enable a patient to perform daily activities and maintain independence are of paramount importance <sup>(2)</sup>.

Persons with amputations were generally positive when assessing facilities, appointments, parking and transport. The prosthetic team in particular received a very favourable response. The BSRM guidelines <sup>(1)</sup> recommend that every prosthetic centre should have a counselling service with readily available access. Currently there is no counselling service provided for amputees in Grampian. Only 3 (25%) patients questioned stated counselling would have been beneficial after the loss of their limb, this figure is surprisingly low. Information provision to new amputees was reported as good.

With regard to established amputees, 65% of patients in this audit wear their prosthesis for greater than 7 hours daily and this is comparable with other work <sup>(2, 10)</sup>. With regard to patient satisfaction with their prosthesis, overall satisfaction was very positive with 84% of patients satisfied. Patients were asked whether or not they had a long wait for the supply of their prosthesis from the day of amputation. This result is inline with the Scottish average <sup>(16)</sup> - 83% of patients were satisfied with this time period. Reported stump problems in this sample are comparable with other studies <sup>(10, 12, 13, 16)</sup>.

The literature reports a 61-75% <sup>(2, 10)</sup> overall satisfaction with the prosthetic service. The satisfaction level stated by the patients in this study is 96%, an extremely positive result.

## CONCLUSION

This study contributes to the growing work on consumer satisfaction with health care services by examining factors associated with amputees' use of and satisfaction with prosthetic devices and prosthetists' services. Overall in this sample, persons with amputations were generally positive when assessing different dimensions of their prosthetic care.

This audit points to one main area that requires improvement, the availability of a counselling service. For some of the suggestions made by patients immediate remedies may be available. The prosthetic team will continue to strive to increase patient satisfaction with the prosthetic service.

## ACTION PLAN

- Dissemination of results
- Presentation of audit findings to the multidisciplinary prosthetic team
- Multidisciplinary prosthetic team discussion and action of the discussion recommendations on how to improve the prosthetic service
- Re-audit in 2 years