Stoma Care
Patient Satisfaction Survey
Analysis of Results – July 2013

Introduction
This report contains the results of the Stoma Care patient satisfaction survey. A self completion questionnaire was posted out to a sample of patients registered with the Stoma Care Team. A total of 64 questionnaires were distributed and 45 completed questionnaires returned giving a response rate of 70%.

Summary of Results

Before the Operation

- All respondents who underwent elective surgery stated that their stoma was sited by the Stoma Care Nurse (SCN) or the Colorectal Nurse.

- 90% of patients that had a pre-operative appointment with the Stoma Care Nurse (SCN) rated it as excellent. 77% rated the written information provided at this appointment as excellent.

- 81% of respondents stated they ‘definitely’ received enough information as to how the surgery would initially affect their day to day life.

- All respondents who attended for a pre-operative appointment stated they were talked through how to change an appliance.

- 90% of patients who attended pre-operatively said they ‘definitely’ felt involved in decisions about their care and treatment.

Pre-operative Marking

- In relation to pre-operative marking, 97% of patients stated that the Stoma Care Nurse gave them an explanation as to why a mark was needed and explained where on the abdomen the stoma needed to be sited.

- 93% were asked where they wore their waistband and 97% said the SCN ensured they could see the mark when sitting or standing

- 97% said that it was explained that the mark was used as a guide by the surgeon.

- 90% of patients said they were asked about their lifestyle / hobbies / religious beliefs.

- 97% stated that the SCN maintained their privacy and dignity at all times during the pre-operative marking process.
Stoma Care as an Inpatient

- 98% of patients said they were able to ask the SCN as many questions as they wanted.
- All patients said that the SCN answered their questions in a way that was understood.
- 98% said that the SCN ensured they were competent and confident with their stoma care.
- 98% of patients said they felt supported by the SCN during their stay in hospital.
- 80% of patients said they felt supported by the ward staff in the absence of the SCN.
- All patients said that the SCN maintained their privacy and dignity at all times during their hospital stay.

Going Home

- 85% of patients said they had enough information in relation to dietary advice.
- 93% had enough information in relation to bathing / showering.
- 85% of patients had enough information in relation to clothing choices and 95% had enough information on returning to work (if this was applicable).
- 97% of patients said they had enough information in relation to returning to normal activities and 94% had enough information in relation to any hobbies they pursued.
- 98% of patients felt they had enough information about the choice of appliances available and where to obtain them.

Following Discharge

- 64% of patients felt they were able to cope well with the practicalities of looking after their stoma and 31% said they were able to cope well with help.
- 54% of patients felt they were able to cope well with the emotional adjustment of living with a stoma and 37% said they were able to cope well with help.
- 71% of patients recalled receiving information about the stoma support group, 76% recalled information about home visits and 69% remembered receiving information about the stoma clinics.
- Overall 94% of patients rated their overall experience of stoma care provided by the trust as either excellent (87%) or good (7%).