

High patient satisfaction rates for Doncaster Royal Infirmary podiatric surgery team

Podiatric Surgery team, Doncaster and Bassetlaw Hospitals NHS Foundation Trust, Doncaster Royal Infirmary

Since 2010, the podiatric surgery team, based at Cantley Health Centre in Doncaster, have been collecting patient satisfaction and health outcomes data from their patients attending for foot and/or ankle surgery

During this time, the team have carried out 4445 foot and ankle procedures on 3354 patients. On 24 March, the team reached a milestone and reviewed their 2000th patient for a six-month post-op review.

Antony Wilkinson, Consultant Podiatric Surgeon/Clinical Head of Podiatric Surgery, said: 'Patients who have foot or ankle surgery are given a six-month post-operative review. During the review we ask them to complete a patient satisfaction questionnaire comparing their experiences before and after. We have been collecting these data since 2010 and entering them on the national College of Podiatry database PASCOM-10. A recent audit showed that 92% of our patients had indicated that they were better off since their surgery, with 97% stating their expectations had been met.

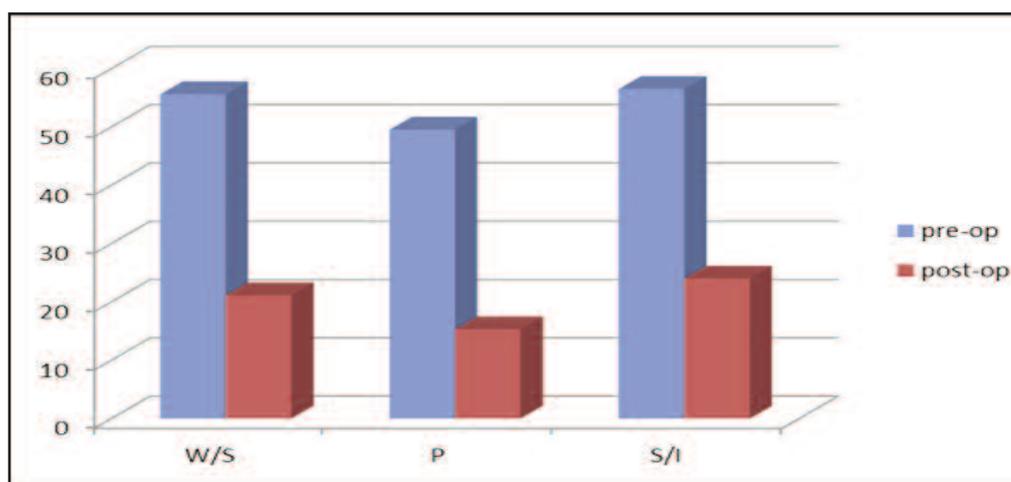


Figure 1.

This is great news and we are very pleased with the results.'

Mrs Geraldine Mossop, who was the team's 2000th patient, said: 'I have been completely satisfied with my treatment from beginning to end. Everyone was kind and helpful the whole time. Thank you to

everyone for looking after me.'

Figure 1 shows the difference the podiatric surgery team have made to patients' lives. The higher score signifies the worse condition. The first column demonstrates the reduction in the level of difficulty of walking and

standing. The second column relates to the lower levels of pain patients experienced after their treatment, and the last column relates to the improvement in social Interaction, appearance of the foot/ankle and footwear after surgery.

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