A retrospective audit of patient uptake and satisfaction with the colorectal enhanced recovery programme booklet

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The Royal Surrey County Hospital
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• Colorectal ERP at RSCH
• Significant focus on active patient participation in planning and management of their recovery process
• The Colorectal ERP checklist booklet
  – Sets out nutritional and activity goals
  – Allows monitoring progress
  – Expectations are shared admission to discharge
Aims

• To establish:
  - Satisfaction with information given about the CERP
  - Adherence to the programme
  - Satisfaction with support received
  - Sense of empowerment through the booklet
Methodology

You have recently undergone colorectal surgery within the Colorectal Enhanced Recovery Programme (CERP). As we aim to deliver the best service, we are interested in learning from you how we might improve this. This questionnaire is specifically designed to assess the CERP patient checklist booklet/diary you were given by your nurse specialist. We would be very grateful if you could take a few moments to complete and return this questionnaire. Thank you.

For each of the questions please tick the box that best fits your feelings:

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<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>N/A</th>
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<tbody>
<tr>
<td>I received adequate information about the Colorectal Enhanced Recovery Programme (CERP) before undergoing surgery</td>
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<td>I knew who to contact for further queries</td>
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<td>I did believe that the CERP could work for me</td>
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<td>I found the goals of the CERP clear</td>
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<td>I found the CERP checklist booklet useful in my recovery</td>
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<td>The staff nurses on the ward knew about my programme goals and supported me in meeting these goals</td>
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<td>The ward was well set up to help me meet my CERP goals</td>
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<td>I followed the CERP from before my operation until my discharge</td>
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<td>I managed to consume full meals and the recommended number of Fortisips daily</td>
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<td>I managed to sit out in the chair daily as recommended</td>
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<td>I managed to mobilise on the ward daily as recommended</td>
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<td>Overall I found the CERP easy to adhere to</td>
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<td>I was able to discuss my progress with the CERP with the nurses</td>
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<td>I found it helpful to have clear pre- and post-operative goals</td>
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<td>CERP made me feel I had a role in enhancing my recovery</td>
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<td>I believe the CERP made a difference in my recovery</td>
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<td>I am overall satisfied with the CERP and would recommend it to other surgical patients</td>
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</table>

17 point questionnaire

39 patients

Telephone interviews
Results: Patient satisfaction with information given about CERP

- **Received adequate info about CERP**
- **Knew who to contact**
- **Found goals clear**
- **Helpful to have clear surgery goals**
- **Found booklet useful**

- **Strongly agree**
- **Agree**
- **Neither agree nor disagree**
- **Disagree**
- **Strongly disagree**
Results: Patient Adherence to CERP

- Followed CERP before operation to discharge
- Consumed full meals & Fortisips daily
- Sat out in chair daily
- Mobilised on ward daily
- Overall CERP easy to adhere to
Results: Satisfaction with support received

- Ward nurses aware of goals & supported in meeting these
- Ward was well set up to help meet goals
- Able to discuss progress on CERP with nurses

Legend:
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
Results: Patient sense of empowerment

**Believed CERP could work for me**
- Strongly agree (60%)
- Agree (50%)
- Neither agree nor disagree (40%)
- Disagree (30%)
- Strongly disagree (20%)

**Felt had role in enhancing own recovery**
- Strongly agree (55%)
- Agree (50%)
- Neither agree nor disagree (45%)
- Disagree (40%)
- Strongly disagree (30%)

**Believed CERP made a difference in recovery**
- Strongly agree (65%)
- Agree (60%)
- Neither agree nor disagree (55%)
- Disagree (50%)
- Strongly disagree (45%)

**Overall satisfied with CERP & would recommend it**
- Strongly agree (70%)
- Agree (65%)
- Neither agree nor disagree (60%)
- Disagree (55%)
- Strongly disagree (50%)

Note: NA (Not Applicable) is not shown in the diagram.
Results summary

- 97% of patients felt well informed, satisfied with the booklet and would recommend it to others.
- Over 60% were satisfied with the level of nurse involvement in the programme.
- 87% reported the CERP booklet had contributed to their recovery.
Conclusion

- Patients want to be involved in their own recovery
- CERP Booklet:
  - affirms shared expectations
  - successful tool in empowering patients
  - to be used in combination with nurse support
- Recommendation for continued use
- A dedicated ward will reinforce support
- Re-audit planned for September