

Circumcision Service Patients Feedback Report

Apr 08- Mar 09

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From April 2008 to March 2009 (inclusive) a total of 268 circumcisions were performed. Patient satisfaction questionnaires were given to all patients. 39 questionnaires were returned, this report is based on the feedback given.

Results are presented in both a tabular and graphical format.

Demographics

Area	Rochdale	Manchester	Bury	Heywood	Oldham	Bolton	Liverpool	Warrington	Fleetwood	Scotland
Number of Circumcisions	184	48	17	2	2	2	2	2	2	2
Area	Stalybridge	Middleton	Rawtenstall	Burnley	Leeds					
Number of Circumcisions	1	1	1	1	1					

Figure 1- Table to show where patients were from

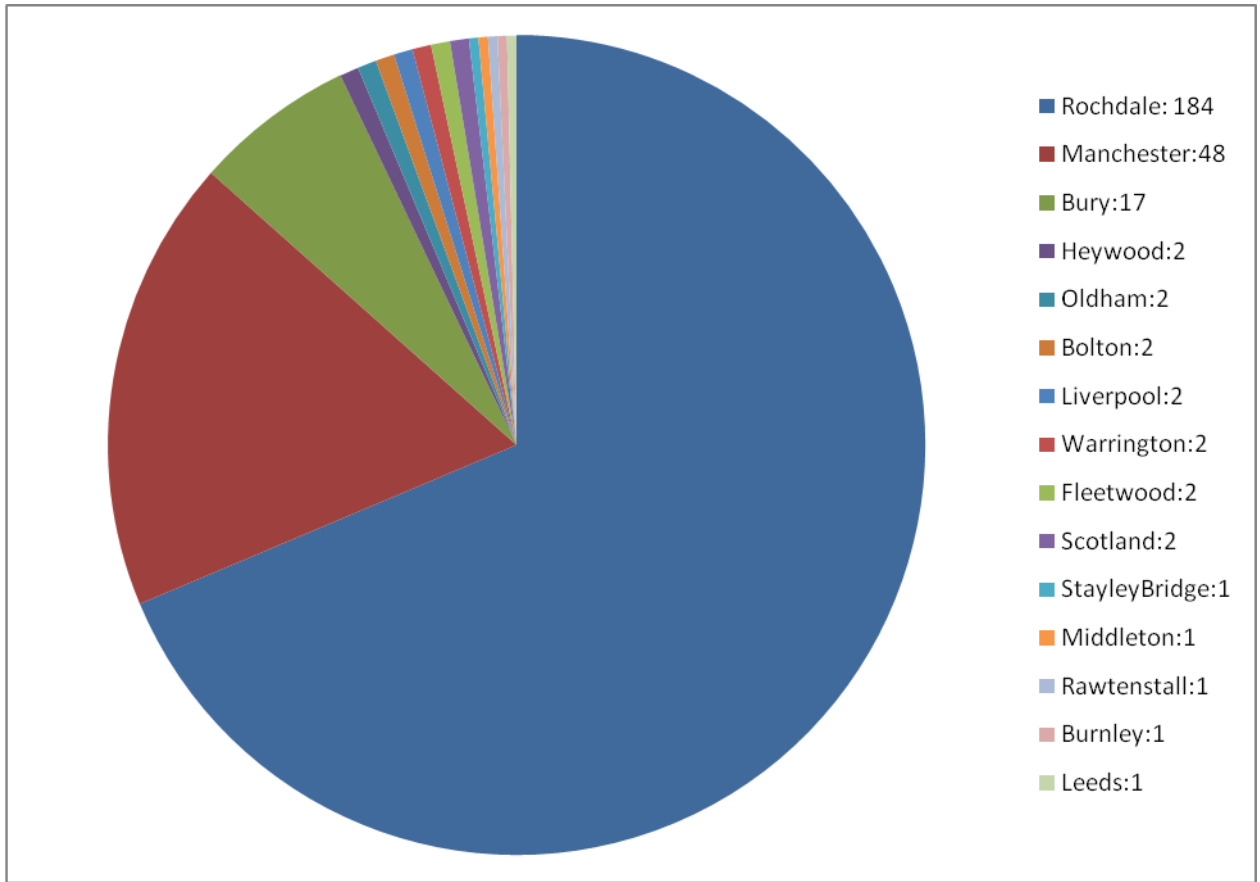


Figure 2- Pie chart to show where patients were from

Survey Results

	Able to Contact Doctor (where applicable)	Complications	Procedure Satisfaction	Pre-Op Explanation Detailed Enough	Information Pack Useful
Yes	12	3	38	38	38
No	1	36	1	1	1

Figure 3- Table showing Survey results

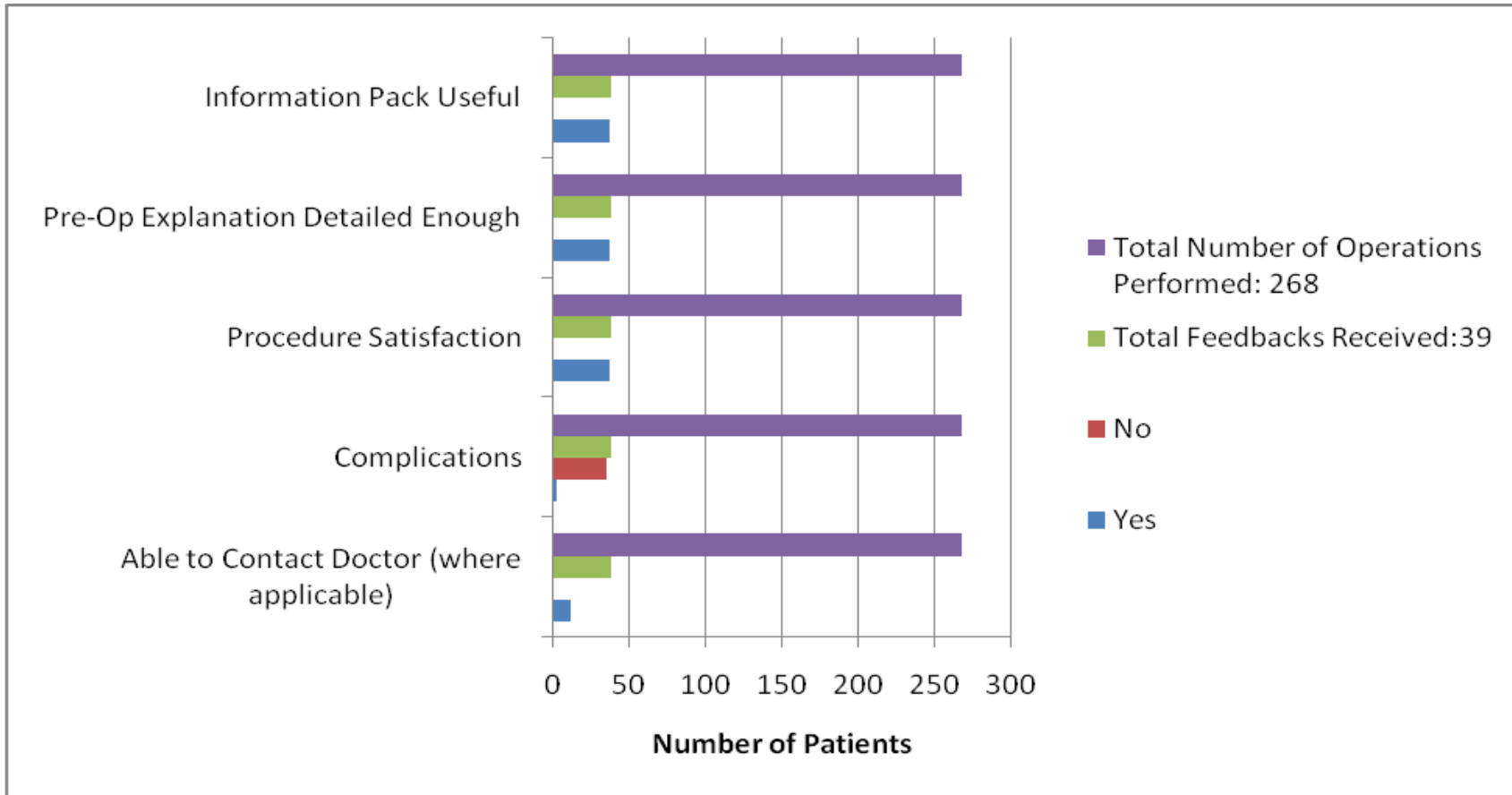


Figure 4- Bar graph showing Survey results

Patients Rating of Overall Service

Excellent	Good	Average	Poor	Very Poor
25	13	0	0	1

Figure 5- Table showing Patient Rating of Overall Service

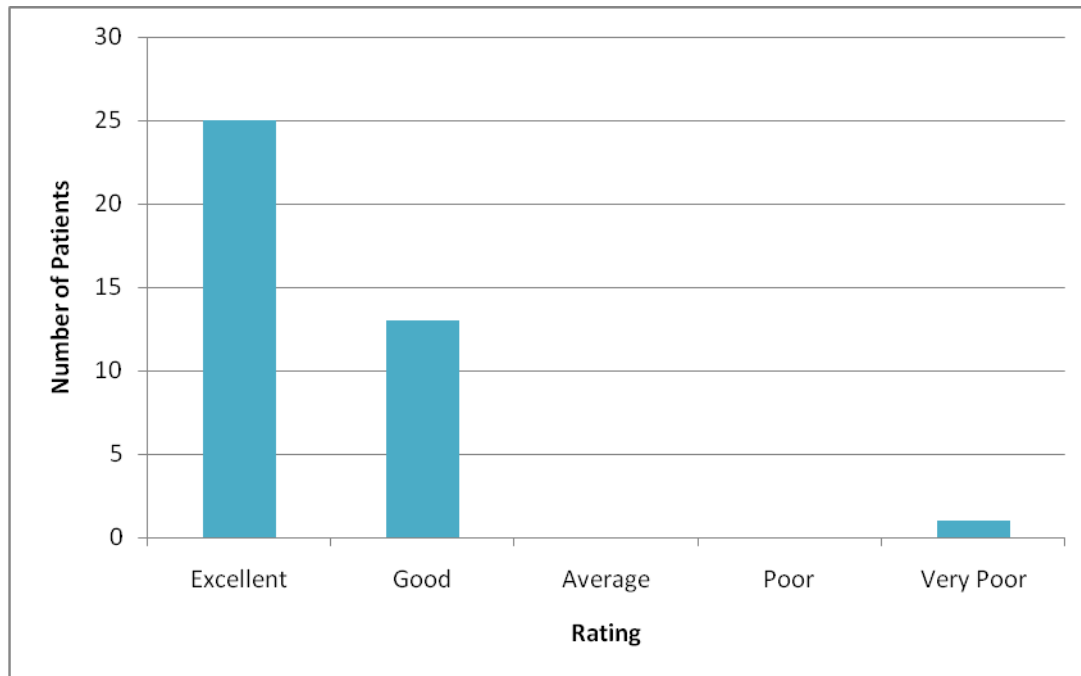


Figure 6- Bar graph showing Patient Rating of Overall Service

Complications

Total Number of Patients	268
Complications	3

Figure 7- Table showing Number of Complications

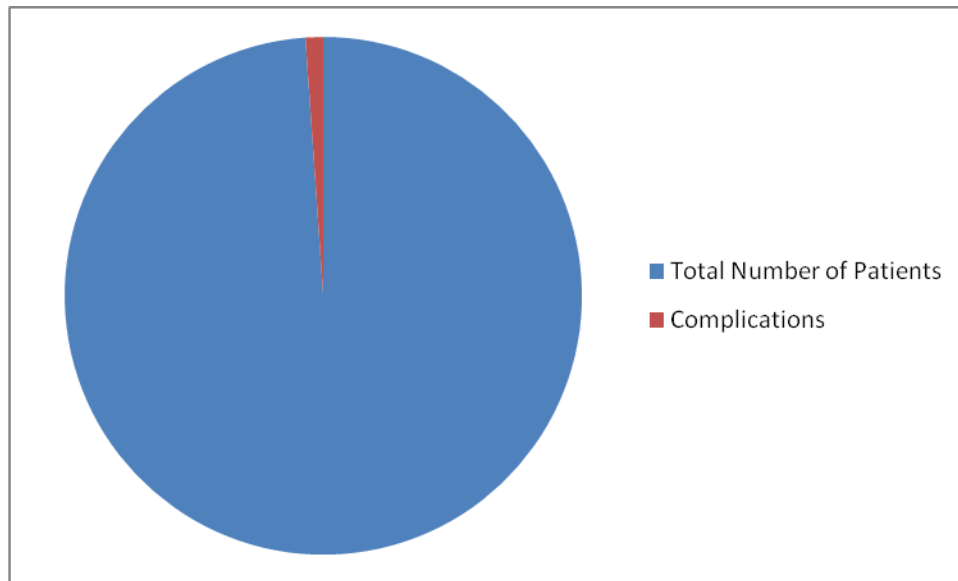


Figure 8- Pie chart showing Number of Complications

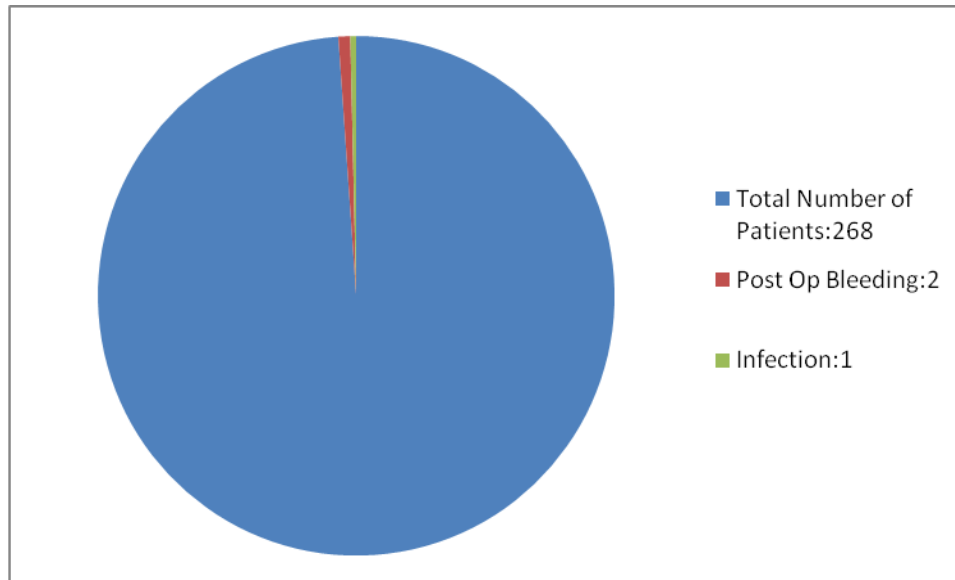
As you can see from the above page there were 3 complications out of a total of 268 procedures. The complications were as follows:-

Two were secondary post operation bleeding,

The third was an infection which was treated with antibiotics.

The details about the bleeding:- 1. Patient was admitted and the ring as removed under GA, Patient failed to contact Dr Sundaresan and preferred to visit A&E.

2. Secondary Bleed noticed and was arrested by Dr Sundaresan under LA on the 2nd Day.



Total Number of Patients:268	268
Post Op Bleeding:2	2
Infection:1	1

Figure 9- Pie chart showing complications

Where did patients hear about the Circumcision Service

Family and Friends	22
Practice Staff	5
Health Visitor	3
Other	9

Figure 10- Table showing where patients heard about the circumcision service

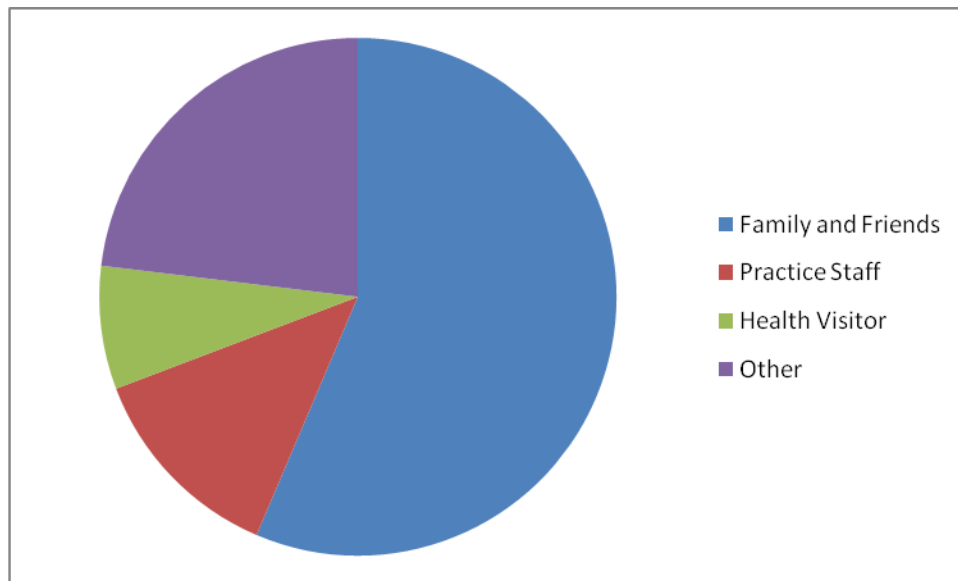


Figure 11- Pie chart showing where patients heard about circumcision service

Where patients have indicated **other** this includes:-

Internet- 5 patients

Midwife- 2 patients

Other Practices- 1 patient

Leaflet at Gp surgery- 1 patient

The overall places patients heard about the service are shown graphically below

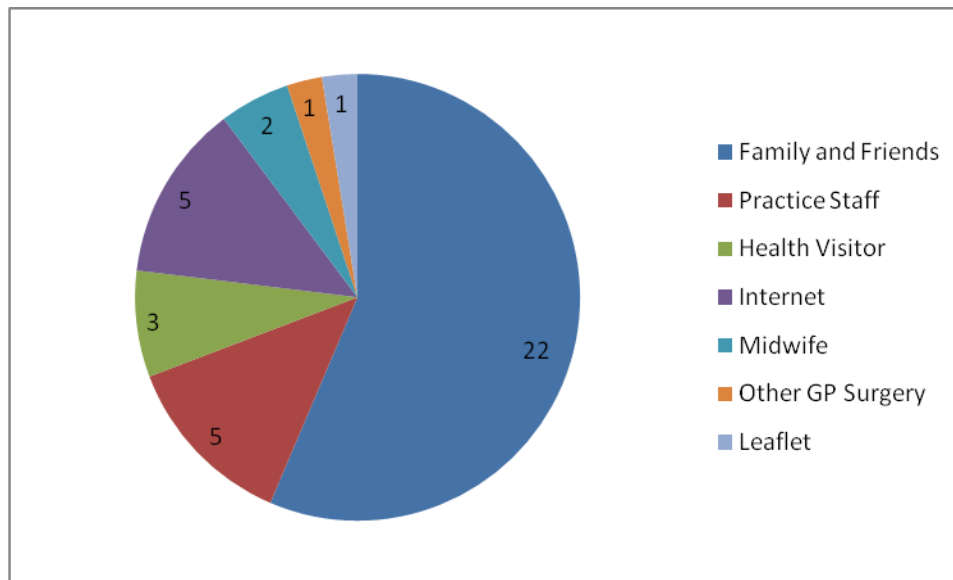


Figure 11- Pie chart showing where people heard about service

Additional Comments

- Mobile phone service provided by doctor was superb, doctor phoned after procedure to ensure baby was ok, this was great way of reassuring parents
- Very impressed with quality of service offered from first phoning to having operation, having questions resolved, fantastic would definitely recommend
- Overall service was good but more pre-op explanation would be helpful
- Everything was fantastic only problem was surgery was too hot
- Overall good but receptionist who took initial booking was lacking information on actual procedure, would be more helpful if receptionist had more knowledge of procedure