

5.04 What do the Patients Think?

The Results of a Patient Satisfaction Survey of the Sleep Service in Mallow General Hospital.

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In November 2021, Catherine Hanlon, Respiratory CNS completed an audit of the MGH Sleep service using a patient satisfaction sleep questionnaire. This was sent to 100 patients (70 male and 30 female) The inclusion criteria for the study being patients currently on CPAP who attended the sleep service within the last 5 years. The questionnaire contained ten questions varying from time on waiting list, information received in clinic to quality of service received from the CPAP supplier.

Seventy-five replies were received over a 3 week cut off period. Each response was analysed. This study has provided valuable feedback as to how the service is performing and how it can be developed in the future. One of the key takeaways from the responses was that patients clearly favoured telemedicine CNS follow up when established on CPAP therapy. This sleep questionnaire will be used as a valuable tool to analyse the service going forward. We are now using this questionnaire in our newly established Weekly compliance clinic when patients are seen at an initial 3 months and then again at 12 months on CPAP therapy.

Conflict of Interest: None to declare