



CONSUMER SURVEY
MARCH 2023
SOUTHSIDE ENDSOCOPY CENTRE



TOPIC: PREPARATION KIT INSTRUCTIONS

DETAILS:

40 patients randomly selected (across different age groups/gender) and asked to complete a survey and provide feedback on the Preparation Kit Instructions. Whilst waiting to be admitted, survey was completed and comments provided regarding their experience.

LAYOUT

Was the layout easy to follow across the pages?	100% answered YES
Was the folded pamphlet layout easy to read and understand?	100% answered YES
Was the 'What Can I Eat' Information and photographs helpful?	100% answered YES
Was the use of colours/images appropriate/helpful?	100% answered YES
Was the text size - the right amount of text?	100% answered YES

Comments:

- Helpful and used a lot
- This is a necessary evil!
- Really helpful information that was referenced often throughout the week prior and during that week
- The colourful impact form made it easy to locate and read when needed
- All easy to understand
- The bac page was upside down but wasn't a problem to read
- As great as the layout is, I still had to double check exactly what "clear fluids" were
- Was easy to understand

INFORMATION

Was the columns of instructions (7 days before Colonoscopy,5 days before) easy to understand?	100% answered YES
Did you understand what food you could not eat?	98% answered YES 1 answered NO
1 day before Colonoscopy – no solid foods. Did you understand what the free fluid, and clear fluid diet was?	100% answered YES
Did you understand how to mix and when to take each Prep drink?	100% answered YES
Was the 'Useful Tips' and photos helpful?	100 % answered YES
Did you feel there was adequate instructions and information given for each Step?	100% answered YES
Was the text of the instructions the right size and easy to read?	100% answered YES

Comments:

- I wasn't certain about some of the foods to eat, however a quick phone call solved that
- Good
- Very clear and useful
- The use of the straw was very helpful
- Perhaps more clarity around clear fluids. I had chicken broth and then was asking myself is that OK

EASE OF UNDERSTANDING

Were these instructions easy to understand throughout each Step?	100% answered YES
Is there other information that you would like included in these instructions?	2 answered YES

Comments for more information:

- What colour fluid should be coming from the bowel if it's a successful preparation.
- Perhaps an accompanying list of the more common foods still can be eaten eg rice, quinoa, broccoli

OVERALL

Overall, were you satisfied with the instructions given to you today?

100% answered YES

Comments:

- The prep solution was a great improvement, taste wise, on what I have had before I,e hardly any lead taste
- The Glyco prep seems to have improved !
- Thank you !
- Great & very helpful
- Process easy to understand and follow
- Please ask medical R&D to try and find a way to do this procedure in a less horrible manner ie the flushing is not easy for the elderly
- Amazing preparation help!
- Staff very helpful with any questions prior as well
- Very easy to understand

RESULTS:

1. Excellent results for the preparation kit instructions.

Results to be discussed at Management and Consumer Meeting, and look at areas for improvement as outlined in this survey by patients.

2. Circulate results to staff, consumers and make available on our website.