Abstract

Introduction: Gynaec-oncologists associated in the BNGO perform routine surveys on patient satisfaction among their patients. In the 2015 survey, adverse effects of cancer treatment and disease symptoms among patients were also included.

Objectives: To monitor the quality of life and satisfaction of patients with gynaecologic tumors treated in BNGO practices.

Methods: From January to November 2015, 2104 patients with gynaecologic cancers treated in 48 BNGO practices completed a printed questionnaire about their satisfaction with the practice, tumor- and therapy-related symptoms, and symptom burden. Chemotherapy patients reported side effects and rated the most distressing on a scale of 1 (least) to 10 (most).

Results: At least 96 % of all patients regarded the practice equipment, organisation and staff as very good or good. 99.4 % said their physician’s attention was very good or good and almost 100 % rated their physician’s competence as very good or good. 99.6 % would seek treatment in the same practice again. The most frequent symptom in all patients was fatigue. Most distressing were hot flushes. 71 % of patients received chemotherapy. 66 % rated the burden of chemotherapy high or extremely high. Alopecia was the most frequently reported side effect, followed by fatigue, nausea and vomiting were rare. 84 % of patients had no vomiting on the day of chemotherapy and 82 % on the days after. Alopecia was considered the most disturbing side effect of chemotherapy, followed by fatigue, tiredness, and delayed nausea.

Conclusions: Patients are very satisfied with their treatment in BNGO practices. Alopecia was the most disturbing side effect of chemotherapy.

Objectives

The German Professional Association of Gynaecology in Practices (BNGO) is dedicated to maintain and promote qualified treatment of patients with gynaecologic malignancies on an outpatient basis. Patient satisfaction is considered one of the indicators of the quality of care in health systems. A quality assurance study of the BNGO evaluated patient satisfaction as well as the burden caused by the disease and cancer treatment in gynaecologic practices of the BNGO.

Methods

From January to November 2015, 2104 patients with gynaecologic cancers treated in 48 BNGO practices completed a printed questionnaire comprising 21 questions. Part 1 of the questionnaire consisted of questions about the practice situation in general. Part 2 included questions regarding the medical treatment of the patient, and part 3 of the questionnaire evaluated the burden of chemotherapy. Patients were also asked to make an overall assessment of their cancer treatment in the practice, as well as to leave comments.

To answer part of the questions regarding the practice, patients could use pictograms. To report how often certain symptoms occurred, patients could use the following categories: never, seldom, sometimes, often and always/all the time. To assess the strength of burdensome symptoms patients used visual analog scales from 1 (least) to 5 or 10 (most).

Treatment

71 % of the patients interviewed received chemotherapy at the time of the survey. 39 % received radiotherapy and 31 % other types of medication. 56 % of patients had received surgery.

Results

96 % of patients said they were given sufficient time for questions before or after their treatment. 96 % of patients assigned the grades “very good” or “good” for the rooms and facilities of the practices. The assessment of hygiene control and habits in the practices was similar: Almost 100 % said it was very good or good. Waiting areas were considered very good or good by 95 % of patients. 99.4 % of patients regarded the medical competence of the practice staff as very good or good.

Conclusions

This survey among 2104 patients treated in 48 German gynaecologic practices showed that most patients are very satisfied with the practice facilities and the medication they receive in the gynaecologic practices. According to the survey, almost all patients would seek treatment in the same practice again. Vomiting, which used to be one of the most feared side effects of chemotherapy, is now among the rarest side effects of chemotherapy. These results indicate the quality of the treatment patients with gynaecologic cancers receive in gynaecologic practices of the BNGO.

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