

# Endoscopy Quality Metrics

September 2021

DMC are proud to deliver endoscopy insourcing services that provide the highest quality of care for our patients. Our staff are experts in their field and enable an excellent patient experience. The report outlines a summary of our quality metrics and feedback from patients.

*Delivering Healthier Outcomes*

## Latest feedback from patients

“  
All staff were very polite friendly and explained what was going to happen. I would definitely recommend the staff here - can you give them a raise - they're very good.  
”

“  
The service was perfect! They make you feel comfortable and that is key.  
”

“  
I was treated like I was in a private hospital. Staff was very nice, friendly and explained about what was going to happen - and they make good tea (smiley face) 10/10  
”

“  
Amazing staff. Excellent service. Prompt at seeing patient. Procedure done quickly, staff looked after us very well. Doctors amazing. Brilliant aftercare.  
”

“  
Extremely efficient service - everyone put me at ease for what can be an embarrassing examination.  
”

“  
Friendly staff - excellent care.  
”

“  
Friendly, Fast Service - no improvement needed!  
”

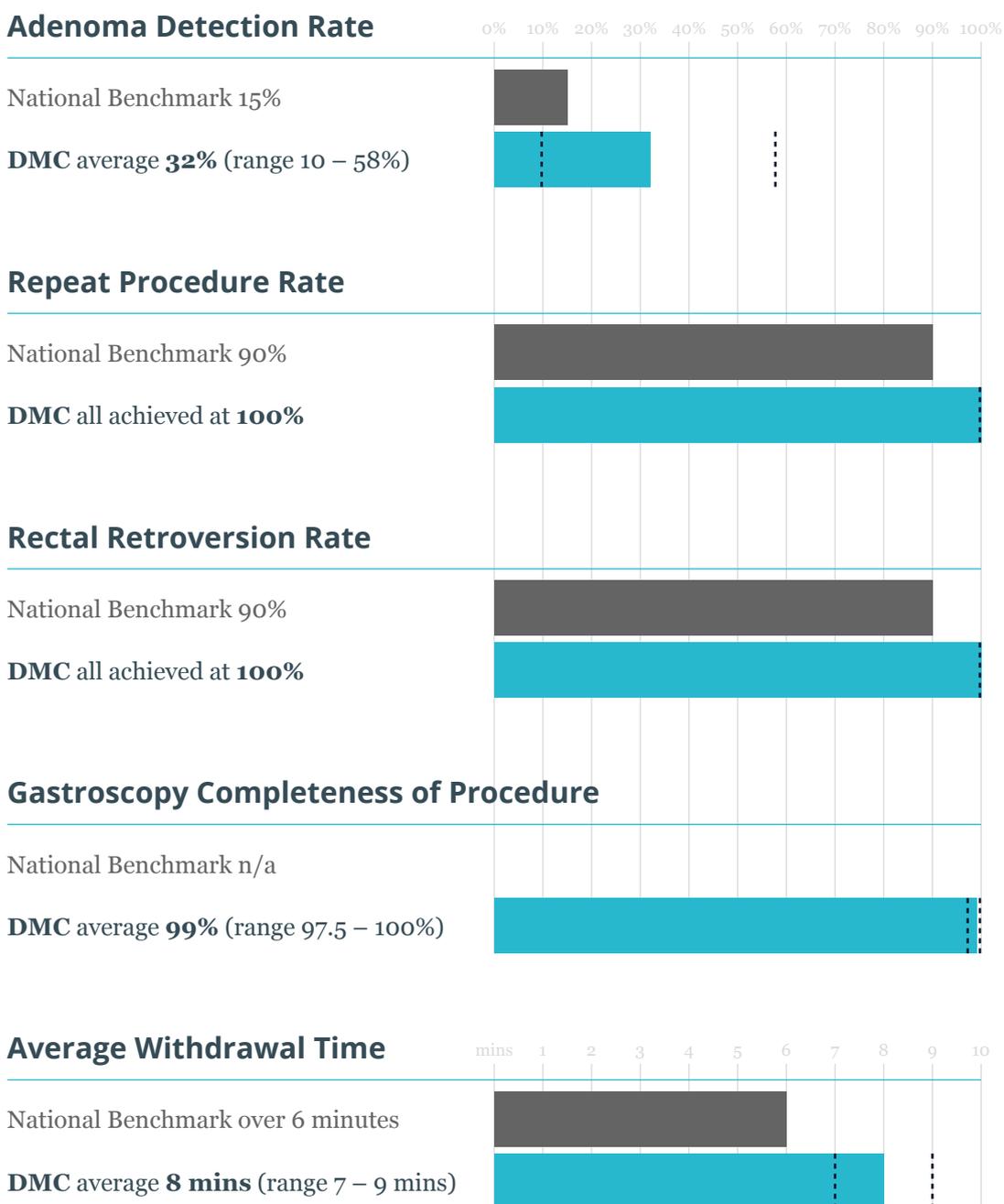
“  
1st Class - nothing was too much trouble.  
”

# Clinical Audit and Performance

DMC continuously supports quality improvement and conducts clinical audits to assess compliance and areas to improve.

JAG (Joint Advisory Group on GI Endoscopy) developed national insourcing standards and benchmark Key Performance Indicators with the British Society of Gastroenterology which DMC Endoscopy Service measures itself against.

The following audit represents DMC results in comparison to the national standards.



# Patient Satisfaction

## August 2021 Patient Survey Results

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From patients seen August 2021 we asked if they would recommend our service to friends and family if they needed similar care or treatment. We received the following response:

**Would you recommend our service to family and friends?**

**100%**  
of our patients confirmed they  
are likely to or extremely likely to  
recommend our service

Additionally, we received responses to the following questions:

**Did you experience more pain than you thought it would be?**

**96%**  
of our patients undergoing a procedure  
stated they felt the procedure was less  
painful or as they expected it to be

**Were you offered sedation?**

**100%**  
our patients undergoing  
a procedure were offered sedation

## What We Offer

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Supporting you to tackle growing demand and significant waiting lists pressures with highly responsive, consultant-led, in-sourced endoscopy services.

- Highly responsive, consultant-led, insourced endoscopy
- Clinically-led and experienced workforce
- Safe, high quality care to every person every day
- Efficient and effective, innovative services

As the Lead Nurse for Endoscopy at DMC Healthcare, I am proud of our nursing team who provide excellent patient care both during endoscopy procedures and pre and post procedure.

We work closely with our NHS partners to ensure that the patient receives the right treatment and that any follow up including, repeat procedures and MDT referrals happen promptly. We also attend local Governance meetings so that any feedback or concerns from both parties can be addressed. We are always looking for ways to improve our service, staff undertake regular training, annual appraisals and we have a staff reward system.

Your patients are in safe hands with DMC, we follow all JAG guidelines and regularly audit our performance. We are flexible and adaptable, we can mobilise quickly and deliver outstanding results in line with BSG and JAG guidelines. Regularly undertaking 24 endoscopy points per room per day, ensuring waiting lists are managed efficiently and effectively.

*Leigh Rose, Chief Nurse*

## Contact Us

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