

# AMAU Patient and Carer Satisfaction Survey

## Abstract:

Sir

We present a Survey conducted to assess Patients and their Carer's AMAU Experience, at Kerry General Hospital, this survey is first of its kind to be carried out in the country. AMAU is the gateway to the hospital for acutely ill medical patients. A patient's stay in the unit is limited, usually around 6 hours. The National Acute Medical Programme has set standards for the workings of an AMAU across the country to ensure high quality standardized care to the satisfaction of the patients in particular and public in general. We conducted a survey to study the satisfaction with the service provided at KGH, A pre-set questionnaire from the National Acute Medical Programme was handed to 50 consecutive patients and 50 Carers, at the end of AMAU visit. Each questionnaire consisted of questions, which addressed various aspects from triage to discharge, including promptness of access, the availability of information, cleanliness and facilities, medical and nursing care and overall experience, the participants chose between Excellent, Good, Fair, Poor, for each question that best described their judgement.

The promptness of services was rated excellent by 84% patients and 74% carers, good by 14% patients and 3.4% carers, fair by 10% patients and 10% carers, poor by 2% carers. The verbal information was rated excellent by 94% patients and 88% carers, good by 6% patients and 6% carers, fair by 6% carers. The written information was rated excellent by 66% patients and 52% carers, good by 8% patients and 10% carers, poor by 2% patients and 2% carers. 24% patients and 36% carers had no written information provided to them. The cleanliness was rated excellent by 84% patients and 66% carers, good by 16% patients and 32% carers, fair by 2% carers. The facilities were rated excellent by 62% patients and 68% carers, good by 28% patients and 28% carers, fair by 6% patients and 2% carers, 2% patients gave an invalid response to this question and 2% of the carers left the question unanswered. The Nursing care was rated excellent by 100% patients and 94% carers, good by 6% carers. The Medical Care was rated excellent by 94% patients and 84% carers, good by 6% patients and 12% carers, fair by 4% carers. The overall experience was rated excellent by 78% patients and 98% carers, good by 20% patients and 2% carers, fair by 2% patients.

The survey showed that the overall experience was satisfying as 78% of the patients and 98% of the carers rated it as excellent. The highest satisfaction rate was with the nursing staff reflecting the high quality of leadership at Nursing level and continuity of care. The area of lowest satisfaction was unavailability of written information, we recommend the information process in the AMAU be standardised, patients should be informed clearly through either written or verbal route clearly describing their expected activities throughout the visit. The 2010 Report of the National Acute Medicine Programme stipulated that mechanisms such as patient satisfaction surveys should be used to capture the experience of patients, families and carers.

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## Acknowledgements

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## References

1. Report of the National Acute Medicine Programme Royal College of Physicians of Ireland Irish Association of Directors of Nursing and Midwifery Therapy Professions Committee

Quality and Clinical Care Directorate, Health Service Executive  
<http://www.hse.ie/eng/services/Publications/services/Hospitals/AMP.pdf>