

# **A 5-Year Audit Evaluating Patient Satisfaction following Orthognathic Surgery; and implications for the future!**

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## **Introduction;**

Orthognathic Surgery can have a substantial impact on a patient's facial appearance, function, and quality of life. We evaluate 5 years' of data on patients' perception of their 'Orthognathic Surgery' experience using a standardised questionnaire. To our knowledge, we are the first Orthognathic Unit in the United Kingdom to provide long-term data on patient-centred outcomes following surgery.

## **Gold Standard;**

90% satisfaction rate with ALL services provided during the Orthognathic Care Pathway.

## **Methods;**

In total, 103 patients who had undergone Orthognathic Surgery at Northwick Park Hospital between 2008 and 2013 were included in our 5-year audit. Patients were originally invited to complete a 'paper' patient satisfaction questionnaire, and in 2013 we introduced an online version of the questionnaire aiming to improve compliance. Our questionnaire addressed 53 parameters of care subdivided into 7 sections of the patient journey.

## **Results;**

Overall, the response rate averaged 70% per year. The majority of patients noted appearance as the most important motive for surgery. The psychological implications are unmistakable; nearly all patients report an improvement in facial appearance and self-esteem (95%).

Significantly, there has been an increase in post-operative dietician support, management of pain and satisfaction with clinical staff. Post-operative surgical complications (e.g. sensory dysfunction) have also been explored.

The overall satisfaction was very high (96%), the same percentage of patients 'recommending' the Unit.

## **Conclusions;**

Our patient satisfaction survey has proved a useful tool for assessing aspects of clinical practice at Northwick Park Hospital. Evaluation of our data shows that great improvements continue to be made. We have introduced user-friendly 'Pamphlets' that is now part of our routine practice.