

The Muswell Hill Practice

Ostomy Clinic Feedback 2021 and 2022



2021 Stoma Reviews

- 20 patients identified with stomas in the practice
- 16 patients were reviewed by the stoma clinical nurse specialist with 10 of those having some issues at point of contact
- 5 of those with issues had issues which were affecting the patient's quality of life.
- Issues included; physical issues, psychological issues, incorrect products being prescribed and hernia formations / concerns.



2022 Stoma Reviews

- 18 patients identified with stomas in the practice
- 14 patients were triaged over the phone with 5 patients needing face to face appointments in their home.
- 4 of those needing face to face appointments had issues which were affecting the patient's quality of life.
- Issues included; psychological issues, incorrect products being prescribed and hernia concerns.



Patient Questionnaire Results

- 19 Patient Questionnaires completed over 2021 and 2022
- 100% satisfaction with the service

Do you feel that there was enough time allocated to the visit?



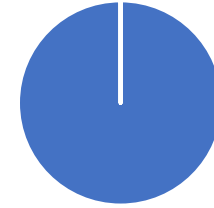
■ Yes ■ Yes to Some extent ■ No

Did the stoma nurse explain the reason for any treatments in a way you can understand



■ Yes ■ Yes to Some extent ■ No

Where you treated with dignity and respect?



■ Yes ■ Yes to Some extent ■ No

Did the stoma nurse help you with any problems you had?



■ Yes ■ Yes to Some extent ■ No

Would you recommend this service to other ostomates?

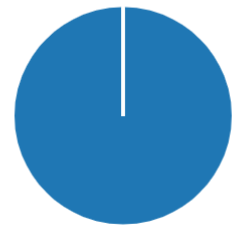


■ Yes ■ Yes to Some extent ■ No

How would you rate the care you received from the Amcare Stoma Care Nurse?

[More Details](#)

Excellent	4
Good	0
Satisfactory	0
Poor	0



Additional Written Feedback

"If I could give you a gold star I would"

"Megan was very helpful, I appreciate her visit"

17. What two things would make the biggest difference to you in terms of improving your Stoma care?

SEEING A STOMA CARE NURSE REGULARLY

17. What two things would make the biggest difference to you in terms of improving your Stoma care?

Knowing you can be in touch with someone
if you have a problem
That you are not on your own

Patient Case Study 2021

- At initial review –Patient suffering with leaks, sore skin and was unable to leave the house.
- Patient becoming reclusive and distancing herself from friends and social situations.
- Patient was using a flat pouch but needed a different pouch system and a new template cut on their pouch.
- Patient’s partner had been cutting pouches incorrectly and did not know this could be done for them by the delivery service.
- Patient given two different convex pouches to try over the course of 2 weeks.
- At follow up –Patient no longer suffering from leakages and therefore no need to change their pouch so often.
- Result on patient Quality of Life –Patient no longer suffering any leaks and they are now going out regularly. Patient was able to attend recent family wedding that she wasn’t going to attend due to stress and anxiety of leaks.
- Prescription changed for a more suitable pouch, no overuse of stock due to less regular pouch changes and pouches are now being delivered ready cut for patient template.

Patient Case Study 2022

- At initial review – Patient suffering from occasional leaks due to a parastomal hernia
- As a result, the patient was suffering from problems in their day-to-day activities due to feeling the need to check their pouch often.
- These issues also made the patient change their pouch a lot more often than recommended (high usage).
- Patient was given hernia advice including education on exercise and support wear available to them. They were signed up to an exercise regime specific to stoma patients to help reduce the risk of further herniation.
- Education was given on diet and hydration and a telephone follow up has been made to discuss what works well for them and to provide further education if needed.
- They have an appointment to be followed up with a support garment specialist to improve quality of life.
- Patient has reported immediately feeling better about their hernia and feels there is support in place to help with any issues he may have in the future.