CONSUMER SATISFACTION WITH STROKE SERVICES

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Introduction
Patient satisfaction is advocated as an outcome measure in the NHS. We studied factors influencing satisfaction with hospital services for stroke patients.

Method
408 stroke patients were registered on admission to hospital: 81 died, 55 were missed before discharge, 37 were discharged outside our catchment area and 3 excluded for other reasons, 232 in the study (121 males, group mean age 72.5 years (SD 10.3). At discharge patients had a Barthel Index, Hospsat (Pound P, Gompertz P, Ebrahim S. Clin Rehabil 1994, 8 7-17), and Hospital Anxiety and Depression Scale completed; 6 weeks later these were repeated.

Results
Age, stroke type and socio-economic status had no effect on Hospsat scores. Barthel score had a positive correlation (\( p < 0.05 \) at discharge; then \( p < 0.001 \) at 6 weeks; HADS score correlated negatively (anxiety \( p < 0.01 \) at discharge, NS at six weeks; depression \( p < 0.01 \) on both tests). Hospsat scores fell between discharge and 6 week assessment (\( p < 0.01 \)).

Conclusion
Patient satisfaction surveys using the Hospsat instrument will be significantly affected by the timing of the survey and the functional ability and mood of the patients surveyed.