Audit of a Patient Satisfaction Survey for a Nasal Fracture Pathway?

F. Penny, H. Jones
University Hospital Southampton, Southampton, United Kingdom

Introduction: We present an audit of a patient satisfaction survey assessing the contentment of patients using the nasal fracture pathway created by the ENT department in University Hospital Southampton. This is a patient triggered follow-up pathway where patients presenting to the emergency department for a possible nasal fracture were given an information leaflet to self-refer if needed.

Method: The data collection took place over the phone and ranged from July to August 2021 and consisted of thirty patients. Five of which were...
not given the leaflet, seven were uncontactable, two did not use it and the remaining fifteen patients took part in the survey.

**Results:** Of the fifteen patients included 100% were satisfied with the patient triggered pathway. The following questions were asked. Did you think the leaflet clearly explained when you should seek medical advice? 27% said excellent, 32% very good, 32% good and 7% fair and none as poor. Did you understand when to contact ENT? 20% reported excellent, 27% very good, 32% good, 14% fair and 7% poor. Next, how easy to read was it? 27% said excellent, 32% very good, 27% good, 7% fair and 7% poor. Lastly, how well designed and formatted was it? 7% reported excellent, 60% very good, 20% good, 7% fair and none as poor.

**Conclusions:** This pathway was introduced due to Covid restrictions. This audit has demonstrated high user acceptability. There are resource and cost saving implications. Thus, this pathway has potential to be incorporated into routine clinical practise going forward.