



AB088. 49. Retrospective audit of patient satisfaction, pre and post tonsillectomy in children

Michael Walsh¹, Wed Mustafa², Leonard O'Keeffe¹, Kieron O'Driscoll¹

¹Department of Otolaryngology, Tullamore Regional Hospital, Tullamore, Ireland; ²School of Medicine, University of Limerick, Limerick, Ireland

Background: This retrospective study reviewed 100 patients aged between 4–17 years who underwent tonsillectomy +/- adenoidectomy from January 2018. The aim of the study was to assess patient/parent satisfaction, post operatively. Assessment of quality of life was addressed as the potential withdrawal of tonsillectomy as a public funded procedure in the UK is imminent. Validated data to assess the consequences of withdrawal is necessary.

Methods: Retrospective analysis of the operative and anaesthetic notes for each patient took place. Telephone follow up was utilised, for assessment of post-operative course since discharge. A set of predetermined questions

regarding interaction with hospital staff, facilities and overall satisfaction with the service provided was recorded.

Results: Nineteen percent of the sample refused to participate or were unavailable for follow-up. 55% were female, with an average age of 8.3 years. The average length of stay was 1.6 days. The mean number of days missed from school was 21 days. Overall satisfaction with the healthcare service provided for Tonsillectomy was 9.13 out of 10.

Conclusions: The overall economical value in reduction of absenteeism from school/crèche compared to the cost of tonsillectomy, gives significant impetus alone to continue with funding. Radical improvements in quality of life are clearly evident. Formulation of a specific patient questionnaire for assessment of satisfaction post tonsillectomy would be desirable. This audit raises issues regarding day case tonsillectomy, methods to fast track patients for surgery and the need for multi-center prospective audit.

Keywords: Adenoidectomy; public funding; satisfaction; tonsillectomy; withdrawal

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