

AB036. Patient expectations in varicose veins surgery

Stephen Keelan, Niamh Foley, Mary Connolly, Seamus McHugh, Daragh Moneley, Peter Naughton

Department of Vascular Surgery, Beaumont Hospital, Dublin, Ireland

Background: Varicose vein (VV) surgery is one of the commonest surgeries performed. However it is also a common cause of litigation, with a postulated 20% of patients being unhappy with their surgery. It is possible that unrealistic patient expectations contribute to the high litigation rate. The current study aimed to examine patients' expectations before, and satisfaction after, VV surgery.

Methods: This single centre prospective study was performed in a Model 4 hospital. Patients attending a VVs. day procedure clinic participated. Validated questionnaires have been used assessing expectations before and satisfaction after VV treatment. Patient satisfaction was reassessed 3 months postoperatively. Institutional ethical approval was obtained.

Results: Forty-one patients were recruited; 31 females with

a mean age of 52 years. Eleven had previous VV surgery and all patients underwent radiofrequency ablation (RFA) with or without avulsions. The commonest symptoms reported preoperatively were pain 71% (n=29) and heaviness 66% (n=27). Expectations were high; 54% (n=22) expected RFA to change the appearance of their veins by "a lot". Similarly, 44% (n=18), expected RFA to allow them to wear different clothes, 44% (n=18) improve their work and 39% (n=16) improve social activates.

Conclusions: Results to date have shown that patients undergoing RFA have high expectations in terms of changes in vein appearance and the impact treatment will have on their social life. Follow up data will elicit if these expectations are met, as well as overall patient satisfaction. This study is helping to inform patient information leaflets and specific issues that vascular surgeons need to address at pre-operative appointments.

Keywords: Vascular surgery; varicose veins (VVs.); radiofrequency ablation; outcomes

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