

## THE JOURNAL OF THE IRISH HEAD AND NECK SOCIETY

**Title:** Patient Reported Experience and Outcomes for Minor Oral Surgery Procedures.

**Body:** Objectives:

Patient Feedback is essential to improve services and for quality assurance. Patient Reported Experience and Outcome Measures (PREMs/PROMS) have been created by the Guide for Commissioning in Oral Surgery(OS) as a national measure in the UK.

Methods:

30 patients attending OS treatment clinics anonymously provided written feedback (PREMs). A further 30 patients were called 4-6 weeks after their treatment appointments and asked the PROMS questions.

Results:

All patients felt they were treated with dignity/respect and would recommend the service. Positive feedback was received for professionalism and quality of treatment. Two patients did not feel information was given on medication side-effects to look out for. For PROMS, 13% (4) patients sort assistance after their procedure. Two reported having a dry socket whilst two went to A&E with post-operative complications. 27% (8) patients took between 1-3 days for pain to resolve after treatment, majority (46.7%) took between 1-2 weeks with 10% (3) taking up to 6 weeks. 97% (29) of patients would recommend the service to friends and family. Constructive feedback regarding making post-operative expectations clearer was given by two patients.

Conclusion:

Feedback from majority of patients was positive. Limitations in PREMs involves selectivity on who is provided with a feedback form which was eliminated in the PROMS. Post-operative information could be provided more clearly so patients have clearer expectations.

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