

Optimisation of Post-operative Follow-up Strategies in Elective Upper Gastrointestinal Day Case Surgeries

Kate Cursley, Balaji Jayasankar, Ilias Marios Oikonomou, Adrian Harris

Hinchingbrooke Hospital, North West Anglia NHS Foundation Trust, Huntingdon, United Kingdom

Introduction

Effective post-operative follow-up plays a crucial role in ensuring optimal patient outcomes and satisfaction in day-case surgeries. By addressing minor concerns and providing reassurance, an efficient follow-up strategy potentially reduces the burden on general practitioners and emergency departments¹.

The high attendance rate achieved via telephone appointments highlights the feasibility and patient acceptability of a telephone follow up by a specialist².

Methods

In this study, we conducted an audit spanning from December 4th, 2023 to March 4th, 2024, focusing on the implementation and analysis of post-operative follow-up in elective upper GI cases.

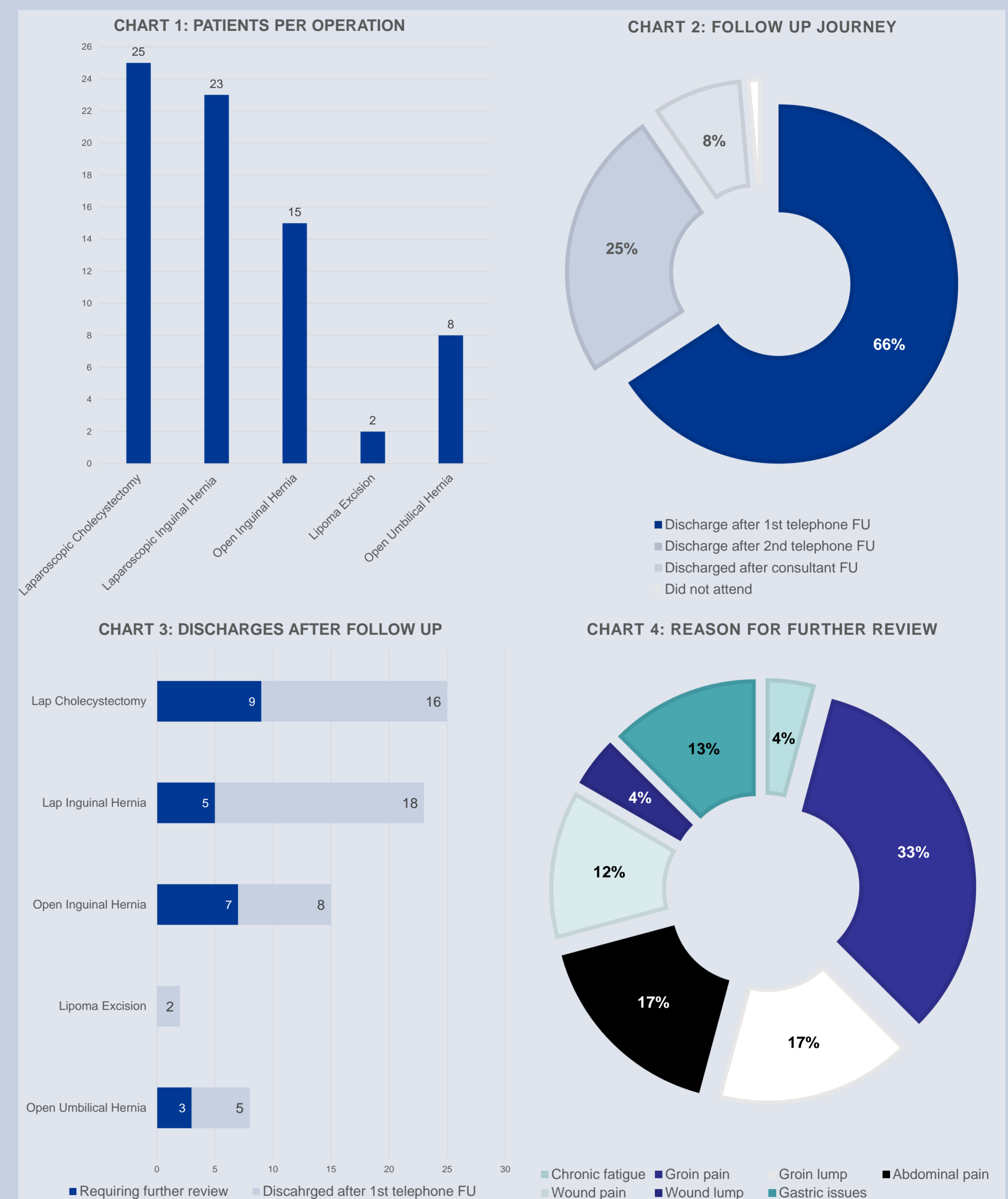
Patients were followed up by a specialist nurse-led clinic. An evaluation was carried out telephonically and further follow up was organised as necessary.

A total of 73 patients, comprising various day case upper GI surgical interventions were included in the study.

Results

48 patients underwent first telephone reviews and were discharged. 24 patients required a second telephone review, while 1 patient did not attend their appointment. A face-to-face appointment was required for 6 patients in total.

The post-operative concerns included fatigue, upper abdominal pain, wound pain, and gastric issues.



Conclusion

Nurse-led telephone appointments facilitated efficient resource management, reassurance, and provision of advice, thus mitigating unnecessary hospital visits².

Our approach not only emphasised cost-effectiveness and efficiency but also prioritized patient satisfaction and adherence to NHS values, particularly compassion. Our study demonstrates the efficacy and benefits of a nurse-led telephone-based post-operative follow-up model offering a cost-effective, patient-centric approach which is replicable.

References

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