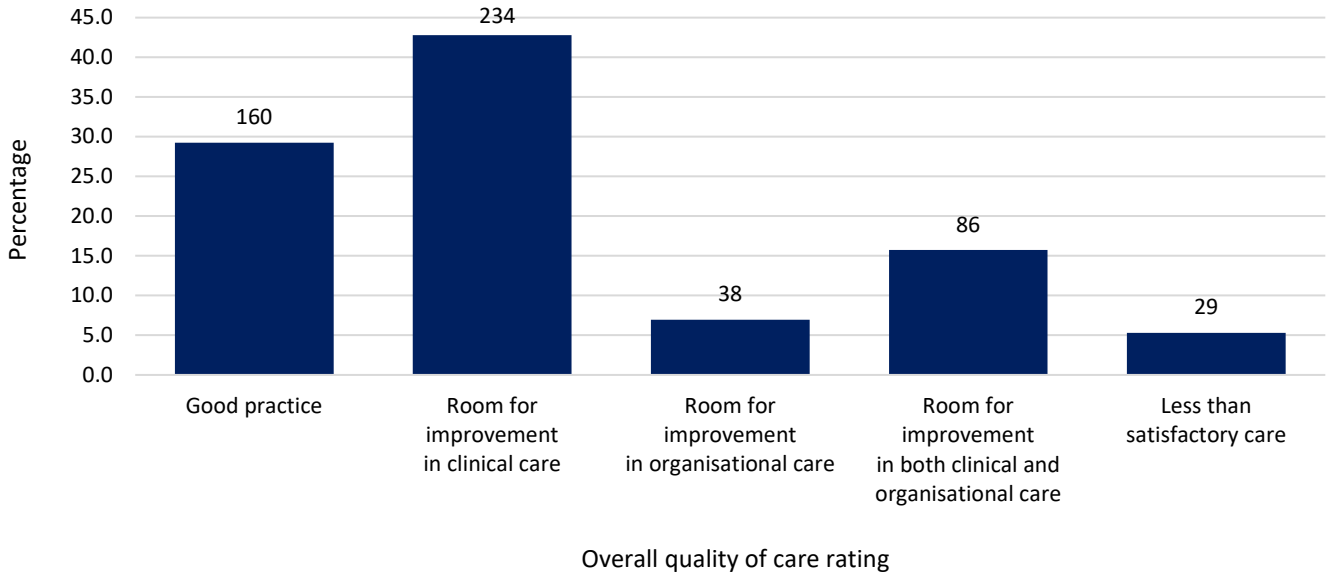
8 OVERALL QUALITY OF CARE

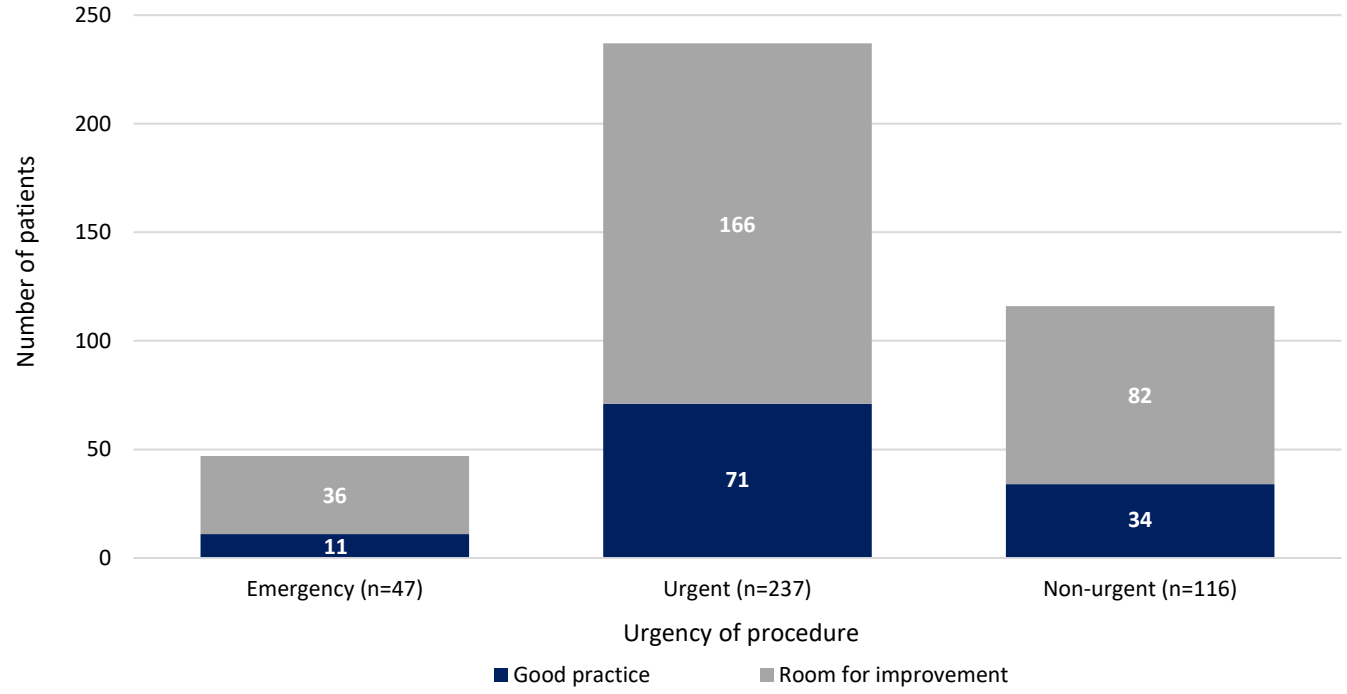
The reviewers rated the overall quality of care as good in 160/547 (29.3%) patients (unknown in 16). There was room for improvement in clinical care in 320/547 (58.5%) patients and in the organisation of care in 124/547 (22.7%). Care was rated as less than satisfactory for 29/547 (5.3%) patients (F8.1).



F8.1 Overall quality of care

Case review data; n=547

Although the urgency of the procedure was recorded in the clinician questionnaire for 400/563 (71.0%) patients, good practice was observed in patients treated with all degrees of urgency. The proportion rated as good practice was: emergency, 11/47 (23.4%); urgent, 71/237 (29.9%) and non-urgent, 34/116 (29.3%) (F8.2).



F8.2 Urgency and overall quality of care

Case review data; n=400