



BowelScreen Patient Reported Experience Measurement Survey (PREMs)

Annual Report 2024



An tSeirbhís Náisiúnta Scagthástála
National Screening Service



BowelScreen
An Clár Náisiúnta Scagthástála Putóige
The National Bowel Screening Programme

Thank you

Thank you to everyone who took part in our BowelScreen Patient Reported Experience Measures programme during 2024. Your experiences will help us continue to improve our bowel screening programme.

*Dr Alan Smith, Consultant in Public Health Medicine,
National Screening Service*



Background

[BowelScreen](#) – the national bowel screening programme – is offered to people aged 58 to 70 every two years. The survey was designed to capture the experience of screening participants with a normal [home FIT test](#) (faecal immunochemical test) and also those with a not normal home FIT test who then go on to have a colonoscopy. The participants' experience helps identify what we are doing well and where improvements can be made across BowelScreen. This report highlights key findings from January to December 2024.

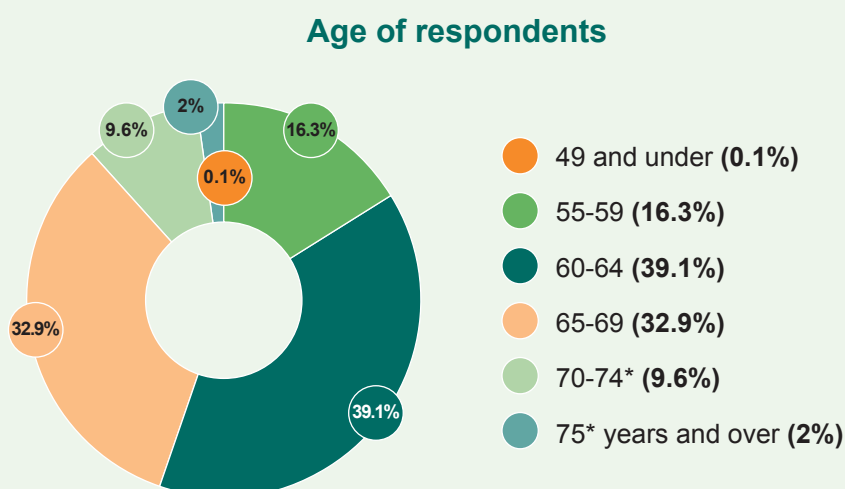
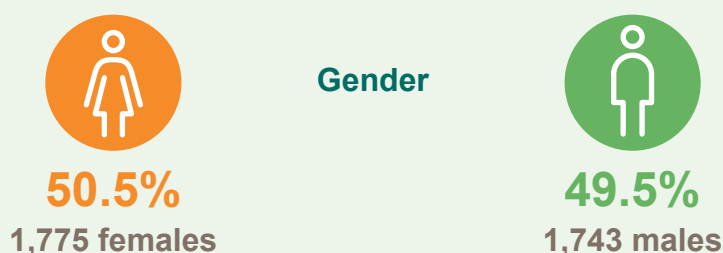
8,062

screening participants were invited to complete the survey

3,518

screening participants completed the survey - a response rate of 44%

About our survey participants



* Some participants can be older than 70 due to a rescheduling of an appointment or because of continuing surveillance.

Key findings

The majority of survey participants were positive about the care they received from BowelScreen.

Overall experience

On average, survey participants rated their experience with BowelScreen as 9 out of 10.



"Everybody was wonderful and made it as comfortable as possible, thank you."



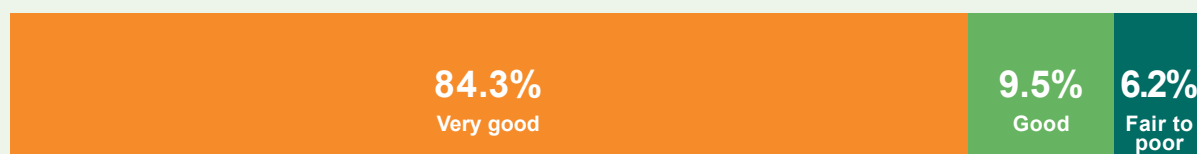
"Very happy and grateful for this service."



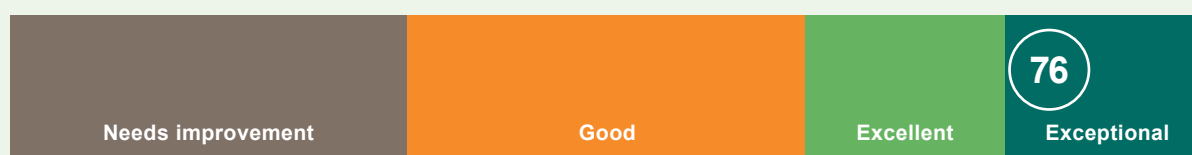
"I had a lovely experience with staff; they were so nice to me as I was so nervous."



93.8% of people said their experience of BowelScreen was either good or very good.



BowelScreen achieved a net promoter score (NPS) of 76. A net promoter score is a simple way to measure how likely people are to recommend a service to others. The higher the score, the more likely they are to recommend it.

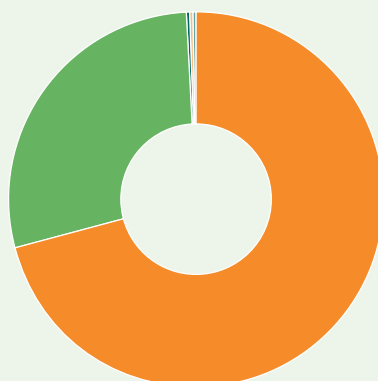


The home test kit

On average, survey participants rated their home test kit experience as 9.1 out of 10.

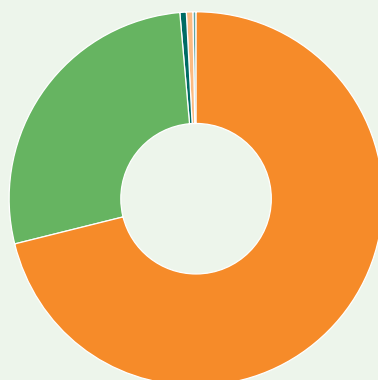


99.4% of participants agreed or strongly agreed that their home test kit leaflet was easy to read and understand.



- strongly agree (75%)
- agree (24.4%)
- neither agree nor disagree (0.3%)
- I did not read it (0%)
- disagree (0.1%)
- strongly disagree (0.1%)

98.6% of participants agreed or strongly agreed that the home test kit was easy to use.



- strongly agree (74.1%)
- agree (24.5%)
- neither agree nor disagree (0.8%)
- disagree (0.5%)
- strongly disagree (0.1%)

Colonoscopy

15

BowelScreen endoscopy
units took part

4,965

screening participants were
invited to complete the survey
after their colonoscopy

2,330

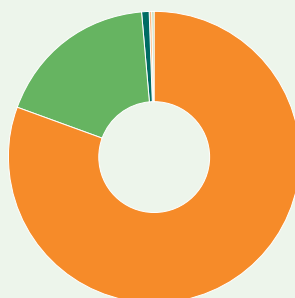
screening participants
took part in the survey -
a response rate of 47%

Colonoscopy preparation

On average, survey participants
rated their colonoscopy
preparation as 8.5 out of 10.

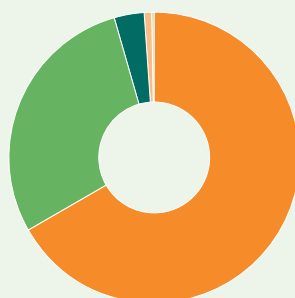


98.7% of participants agreed
or strongly agreed that they
were given clear information
on what they needed to do to
prepare for their colonoscopy.



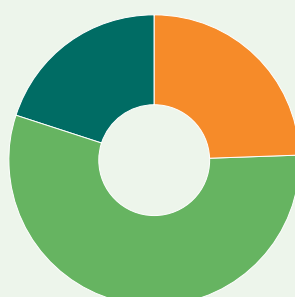
- strongly agree (80.7%)
- agree (18%)
- neither agree nor disagree (1%)
- disagree (0.2%)
- strongly disagree (0.1%)

95.6% of participants found
the bowel prep medicine
instructions very easy or easy
to understand.



- very easy (66.7%)
- easy (28.9%)
- neither easy nor difficult (3.5%)
- difficult (0.8%)
- very difficult (0.1%)

80.1% of participants said
that taking the bowel prep
medicine was as expected or
better than expected.



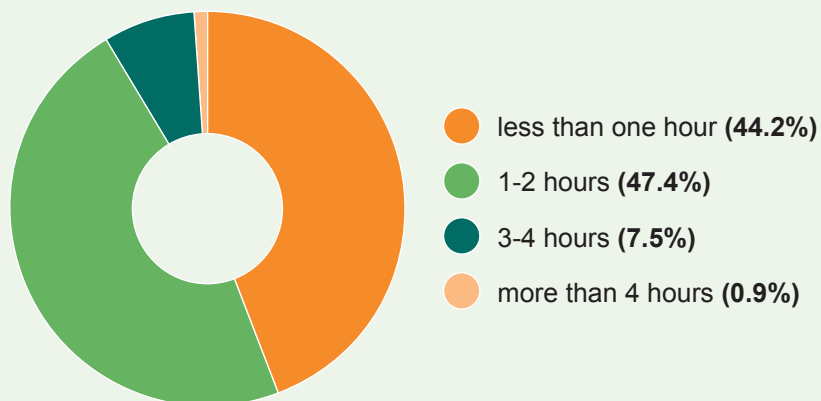
- better than expected (24.5%)
- as expected (55.7%)
- worse than expected (19.8%)

Colonoscopy procedure

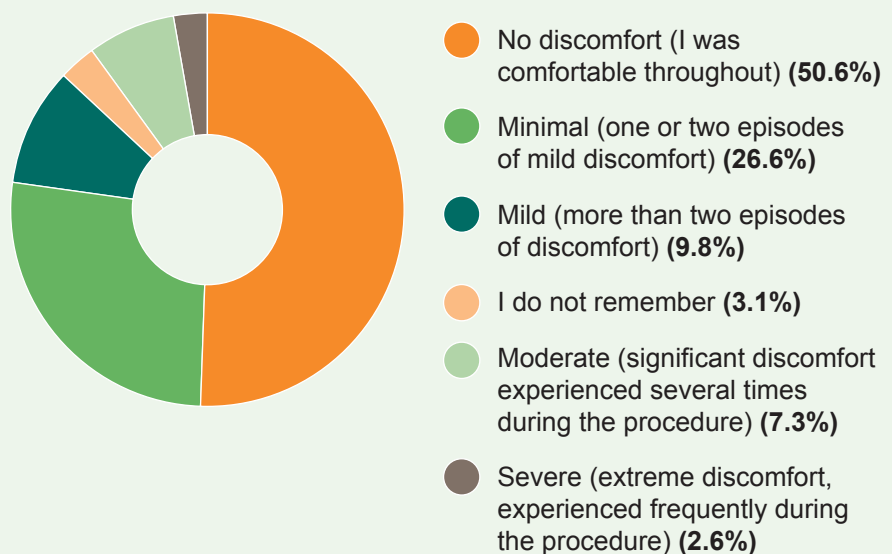
On average, survey participants rated their colonoscopy procedure as **9.0 out of 10.**



44.2% of participants reported having their colonoscopy procedure carried out less than one hour after arriving in the hospital/unit.



87% of participants reported no discomfort, minimal or mild discomfort during their colonoscopy procedure.



Colonoscopy – after care

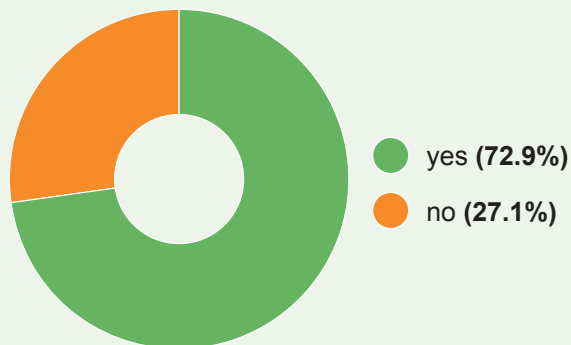
Most survey participants had a very good experience of their colonoscopy aftercare, rating it 8.8 out of 10.



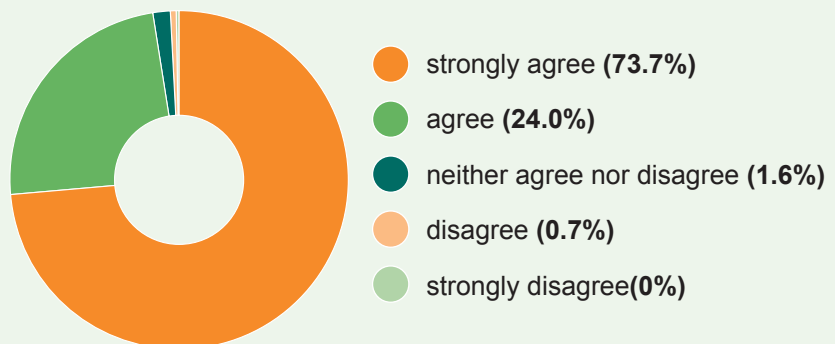
"Don't change anything - especially the quality of staff, they made a real difference,"



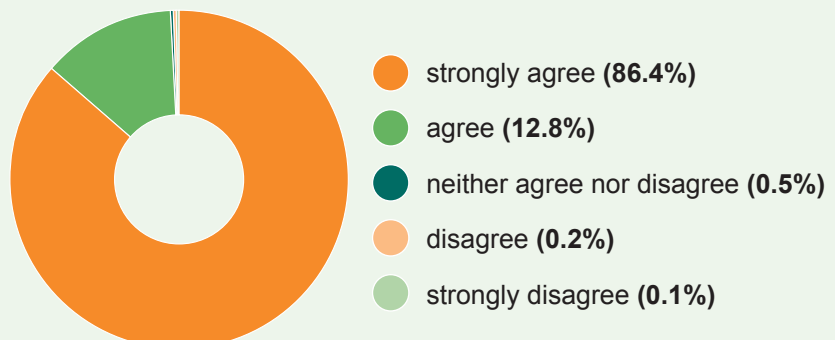
72.9% of participants were given a copy of their colonoscopy report before they left the hospital/unit.



97.7% of participants agreed or strongly agreed that their privacy was maintained as much as possible during their visit to the hospital/unit.



99.2% of participants agreed or strongly agreed that they were treated with respect during their visit to the hospital/unit.

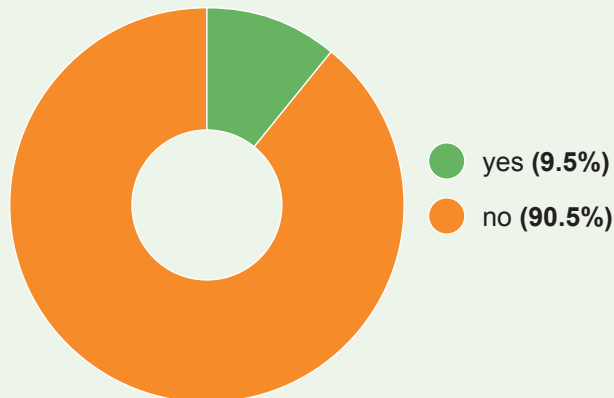


Colonoscopy – following discharge

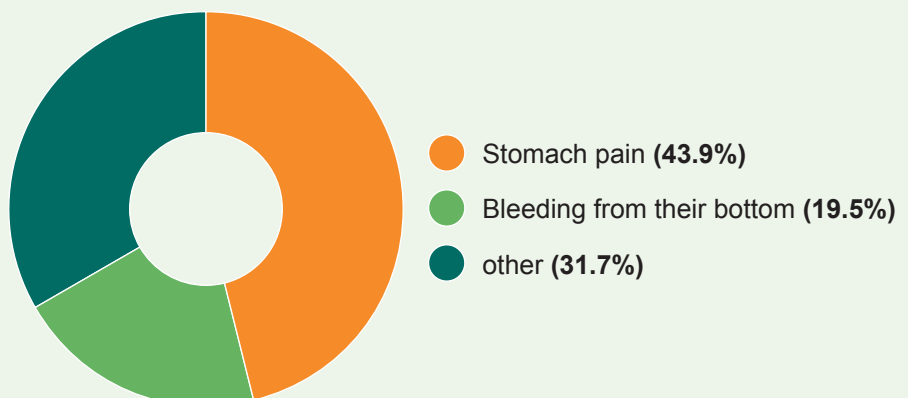
On average, survey participants gave a 9.1 out of 10 for the advice they got about symptoms to watch for after their colonoscopy.



9.5% of participants said they developed symptoms related to their colonoscopy following their discharge from hospital.



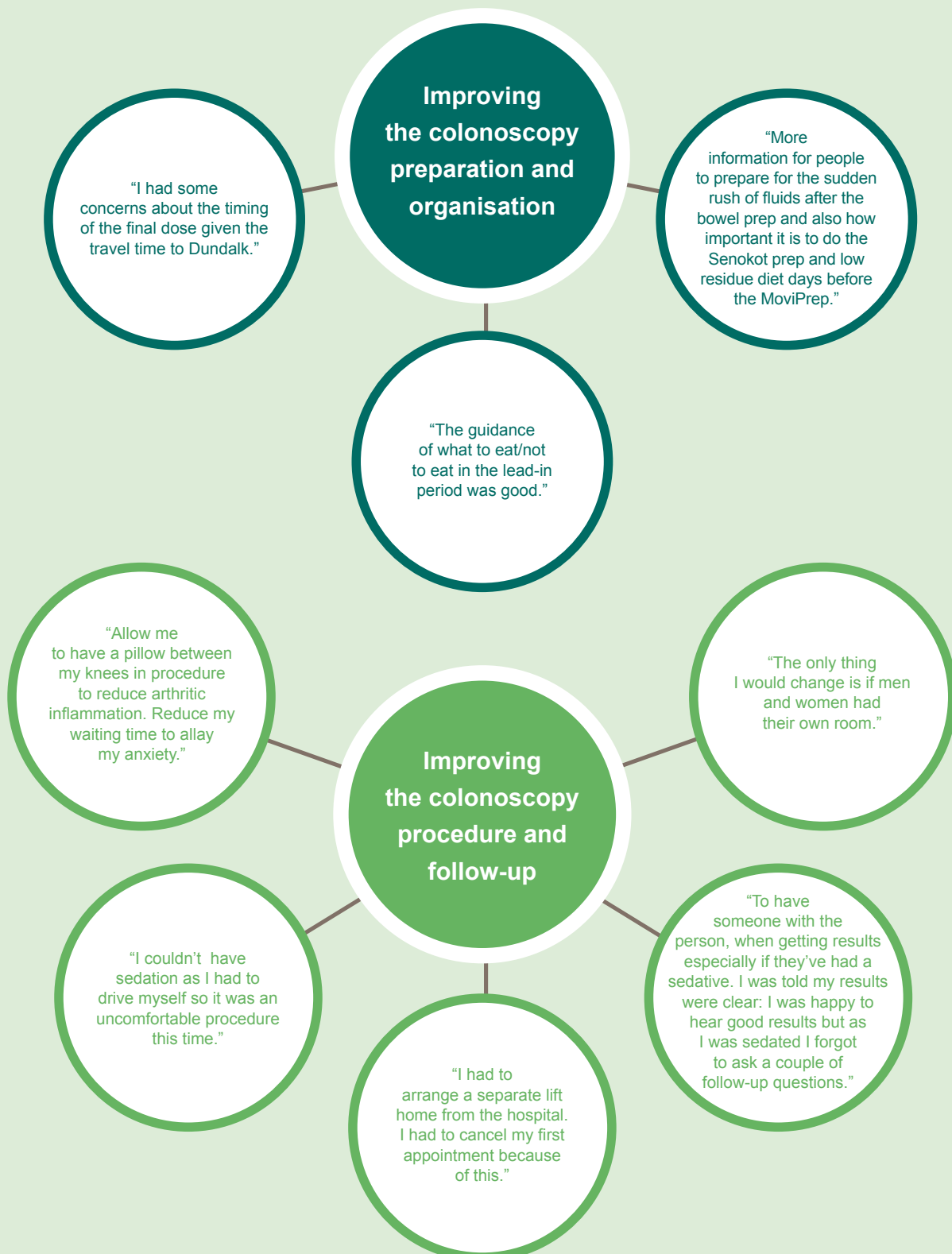
The most common symptoms included:



Suggestions for improvement

We asked our survey participants to suggest how we could improve their BowelScreen experience. Here is a sample of some of the suggestions.

“Have you any suggestions on how we could improve your overall BowelScreen experience?”



What we are doing with your feedback

The high number of responses shows that people in Ireland want to share their BowelScreen experiences and help us make our programme better. The feedback has shown where improvements can be made. For example:

“More information for people to prepare for the sudden rush of fluids after the bowel prep”

We are working to improve the readability of our instructions and more dietary advice in the week before taking prep.

“I was happy to hear good results but as I was sedated, I forgot to ask a couple of follow-up questions”

Sedation effects are variable. Some of our colonoscopy units are trialling making direct contact with some patients (more impacted by sedation) the day after their colonoscopy.

“To have someone with the person, when getting results especially if they’ve had a sedative”

We are testing an initiative where each patient that has a polyp removed during their colonoscopy is asked if they would like an additional phone call after the hospital case conference to talk about their pathology results and what that means for their follow-up.





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