



# BowelScreen Patient Reported Experience Measures programme 2023



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 participated in our BowelScreen Patient Reported Experience Measures (PREMs) programme during 2023. Without your support and participation, the survey would not have been possible. Your experiences will help us continue to improve the national screening programmes in Ireland.

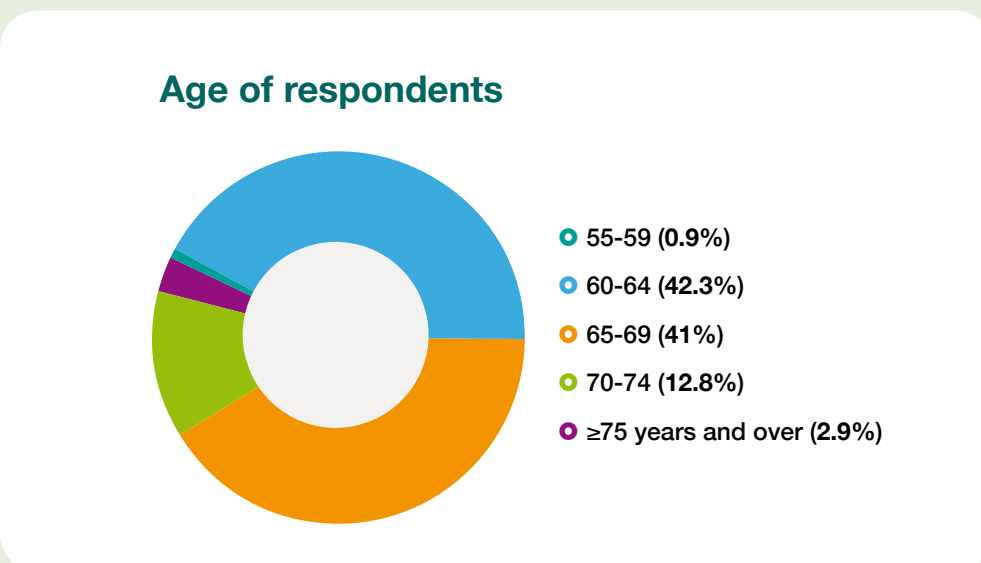
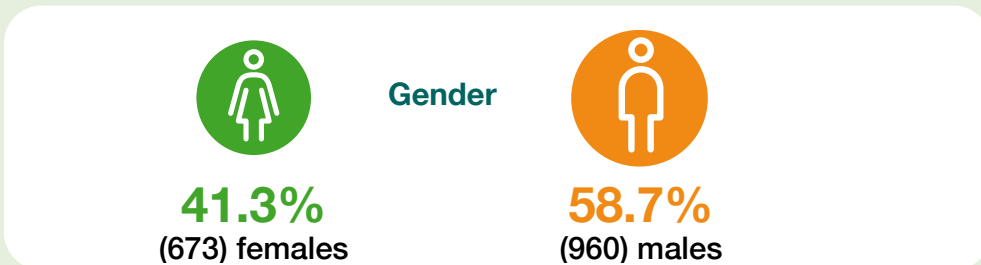
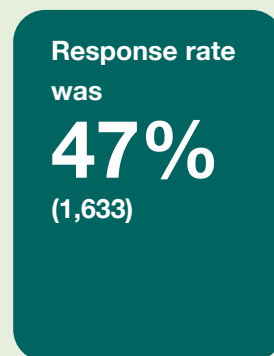
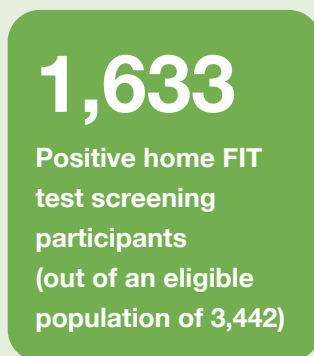
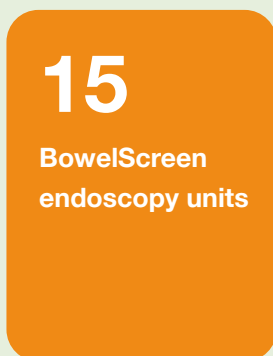
*Dr Alan Smith, NSS*



## Background

**BowelScreen**, Ireland's national bowel cancer screening programme is offered to people aged 59-69 every two years. This survey was designed to capture the experience of screening participants with a positive **home FIT test** (faecal immunochemical test) as they moved through the **BowelScreen** pathway, including colonoscopy. People received an SMS text message approximately two days after their colonoscopy procedure and were invited to participate in the online survey. The survey findings identify what the programme is doing well and where improvements can be made across **BowelScreen**. This report highlights key findings from January 2023 – December 2023 in relation to people's experiences of **BowelScreen**.

## About our respondents



## Key findings

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

### Overall experience

The average rating of screening participants' experience of BowelScreen was:



"Care given by all involved was exceptional."



"The wonderful care and friendly staff. Everyone was amazing."



"I believe you have put everything in place to make the experience as pleasant as possible."



90.4% (1,460) of people said their experience of BowelScreen was either good or very good.



BowelScreen achieved a net promoter score (NPS) of 72, a score considered excellent. Net promoter score, or 'NPS', is an international benchmark to measure service user satisfaction.

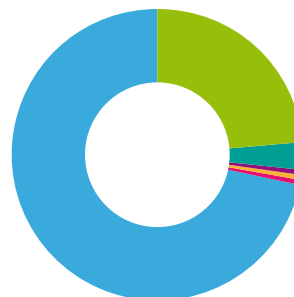


## The home test kit

The average rating of screening participants' home test kit experience was:

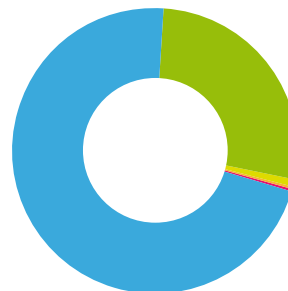


98.5% (1,108) of people agreed or strongly agreed that their home FIT test leaflet was easy to read and understand.



- Agree (24.6%)
- I did not read it (3%)
- Neither agree nor disagree (0.7%)
- Disagree (0.4%)
- Strongly disagree (0.1%)
- Strongly agree (73.9%)

98.8% (1,111) of people agreed or strongly agreed that the home FIT test was easy to use.



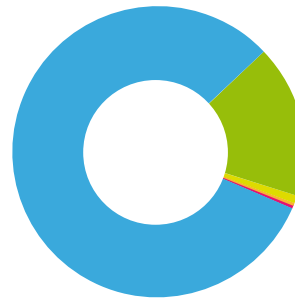
- Agree (27.3%)
- Neither agree nor disagree (0.8%)
- Disagree (0.3%)
- Strongly disagree (0.1%)
- Strongly agree (71.5%)

## Colonoscopy preparation

The average rating of screening participants for preparing for their colonoscopy was:

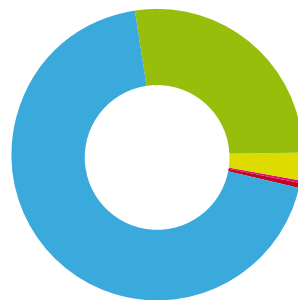


98.5% (1,593) of people agreed or strongly agreed that they were given clear information on what they needed to do to prepare for their colonoscopy.



- Agree (17.1%)
- Neither agree nor disagree (0.6%)
- Disagree (0.4%)
- Strongly disagree (0.4%)
- Strongly agree (81.4%)

96.2% (1,542) of people agreed or strongly agreed that they found the bowel preparation medicine ('bowel prep') instructions easy to read and understand.



- Easy (27.3%)
- Neither easy nor difficult (2.9%)
- Difficult (0.5%)
- Very difficult (0.3%)
- Very easy (68.9%)

29.2% (468) of people disagreed or strongly disagreed that taking the 'bowel prep' medicine was easy.



- Disagree (21.2%)
- Neither agree nor disagree (22.3%)
- Strongly disagree (8%)
- Strongly agree (17.9%)
- Agree (30.5%)

## Colonoscopy procedure

The average rating of screening participants for their colonoscopy procedure was:

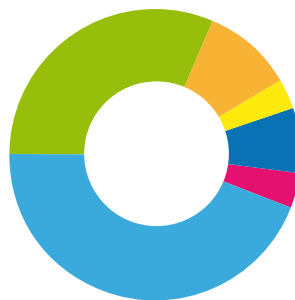


90.2% (1,455) of people reported having their colonoscopy procedure completed in under two hours after arrival.



- Under 2 hours (90.2%)
- 3-4 hours (8.6%)
- More than 4 hours (1.2%)

87% (1,405) of people reported no discomfort, minimal or mild discomfort during their colonoscopy procedure.



- Minimal (1 or 2 episodes of mild discomfort) (28.4%)
- Mild (more than 2 episodes of discomfort) (9.3%)
- I do not remember (2.8%)
- Moderate (significant discomfort experienced several times during the procedure) (6.6%)
- Severe (extreme discomfort, experienced frequently during the procedure) (3.5%)
- No discomfort (I was comfortable throughout) (49.3%)



“Very impressed with the service.”

## Colonoscopy aftercare

The average rating of screening participants for their colonoscopy aftercare was:



“Everything was respectful and I was made to feel at ease. Nurse in charge was excellent.”

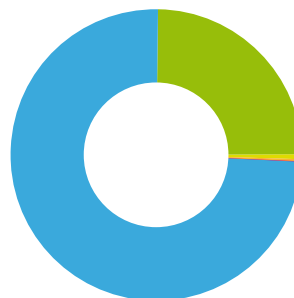


68.4% (1,108) of people were given a copy of their colonoscopy report before they left the hospital/unit.



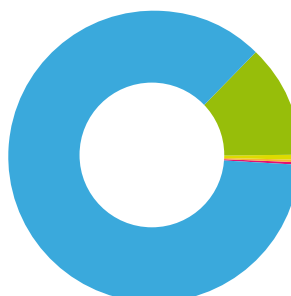
- No (31.6%)
- Yes (68.4%)

97.3% (1,573) of people agreed or strongly agreed that their privacy was maintained as much as possible during their visit to the hospital/unit.



- Agree (24.1%)
- Neither agree nor disagree (1.9%)
- Disagree (0.7%)
- Strongly disagree (0.1%)
- Strongly agree (73.2%)

99.1% (1,601) of people agreed or strongly agreed that they were treated with respect during their visit to the hospital/unit.



- Agree (12.7%)
- Neither agree nor disagree (0.6%)
- Disagree (0.1%)
- Strongly disagree (0.2%)
- Strongly agree (86.4%)

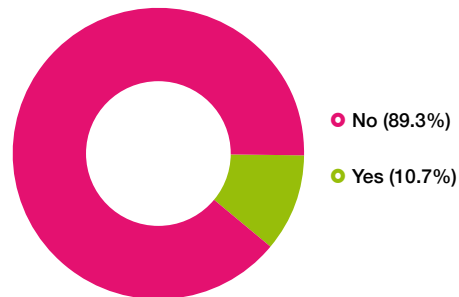


## Colonoscopy – following discharge

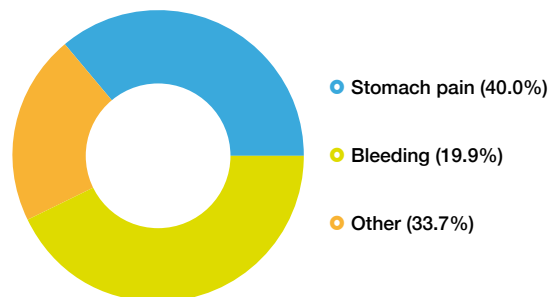
The average rating of screening participants for their experience following discharge from hospital was:



10.7% (174) of people said they developed symptoms related to their colonoscopy following their discharge from hospital.



The most common symptoms included: stomach pain 40.4% (67), bleeding 19.9% (33), other 33.7% (56).



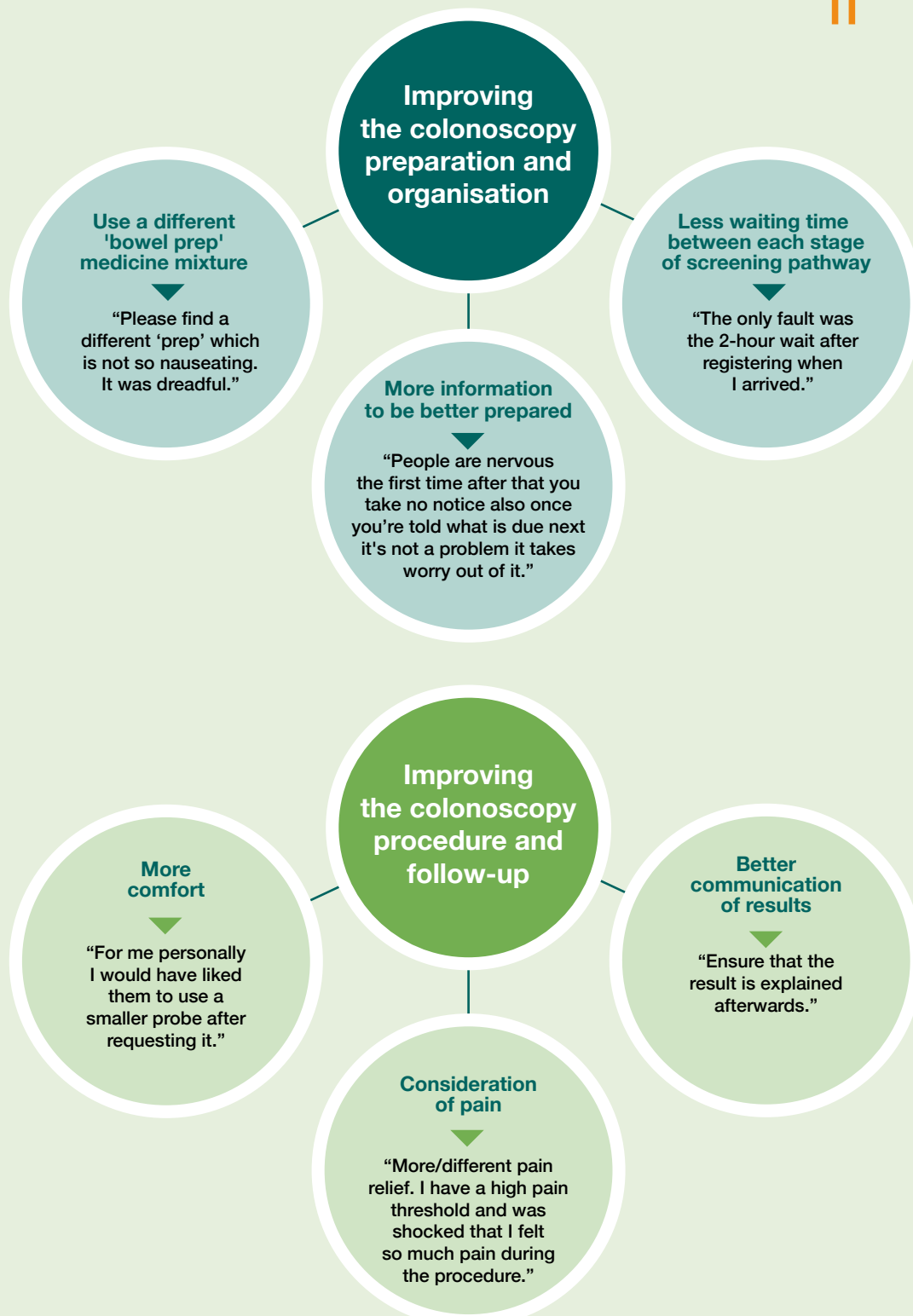
“The wonderful care and friendly staff. Everyone was amazing.”



## Identified opportunities for improvement

From an analysis of a sample of 200 qualitative responses to the question ‘have you any suggestions as to how we could improve your overall BowelScreen experience?’ the following areas for improvement were identified:

Have you any suggestions as to how we could improve your overall BowelScreen experience?



## What are we doing with your feedback?

The high response rate suggests that people in Ireland have a desire to talk about their experiences of BowelScreen and contribute to efforts to improve our screening programmes. The survey responses have helped identify opportunities for quality improvement in BowelScreen. The National Screening Service will continue the PREMs programme and BowelScreen will develop quality improvement plans in response to the comments received.





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