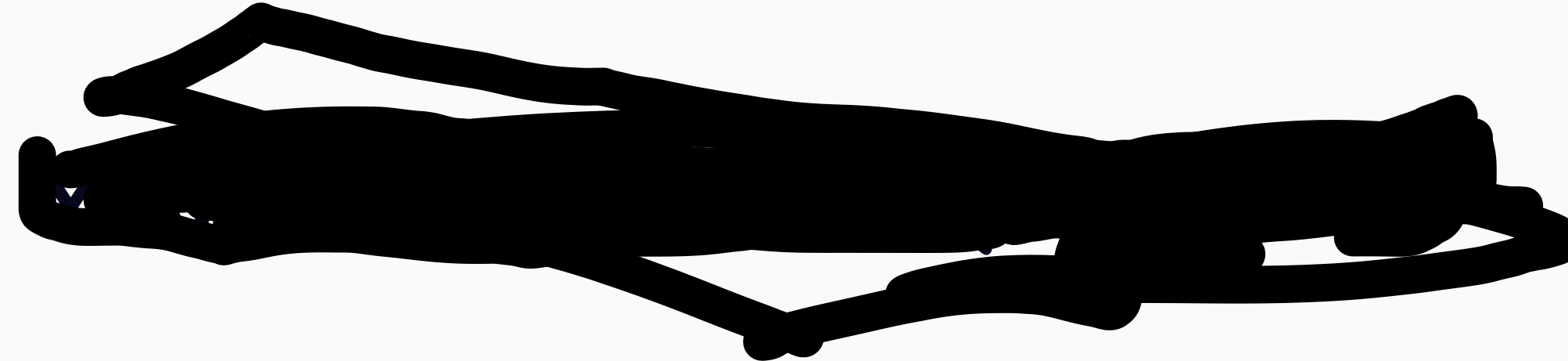


BMHP6020 INDEPEDENT PROJECT

POSTER

Submitted By :



Submitted To : CHLOE HARRIES

EXPLORING THE FACTORS INFLUENCING PATIENT SATISFACTION AND EXPERIENCE IN NHS HOSPITALS

INTRODUCTION AND RESEARCH AIM

This chapter describes the techniques and approaches used to collect data and assess literature for the study on patient experience and satisfaction in NHS hospitals. The discussion of the structured search procedure in this chapter addressed the use of databases, search strategies, inclusion and exclusion criteria, and theme analysis.

SEARCH STRATEGY

- Choosing the right terms and phrases to use when searching for the information you need is a Search Strategy. (Kolb,2012).This process aids in finding useful data and improving search results.
- The search approach used for this dissertation included looking through reliable resources like the NHS website, the University online library, PubMed, and Google Scholar.
- To find relevant research publications, keywords associated with "patient satisfaction," "NHS hospitals," "healthcare quality," and "patient experience" were applied.
- The most recent and trustworthy data for the literature review were guaranteed by particular search parameters, such as publication date (sources published within the previous ten years), demographic focus (UK-based studies), and full accessibility to articles.



SEARCHING FOR INFORMATION

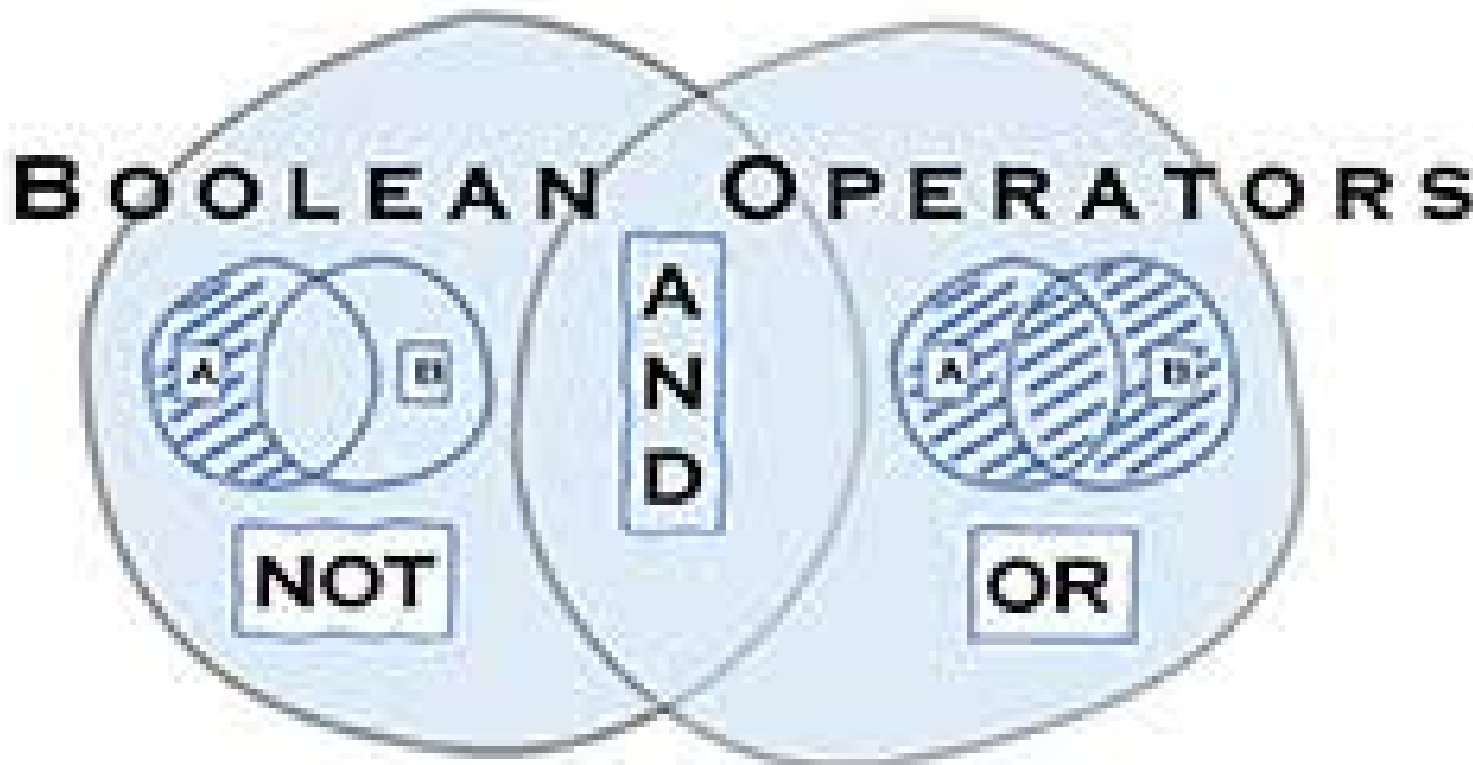
To gather information for historical background, I developed a structured and comprehensive search strategy. This involved using academic databases, such as PubMed and Google Scholar, and the NHS database, which provided access to studies directly relevant to the healthcare setting in the UK. I initiated the search by inputting a combination of relevant keywords, such as “patient satisfaction,” “NHS hospitals,” “patient experience,” “healthcare quality,” and “hospital services.” This broad keyword search yielded a wide range of studies, which I then narrowed down through the use of filters like the publication date (restricting results to studies published within the last 10 years), country of focus (UK), and availability of full-text articles.

After filtering the initial results, I carefully reviewed abstracts to determine the relevance of each study to my research topic. I further cross-referenced the selected articles to identify recurring themes and insights related to the factors affecting patient satisfaction and experience in NHS hospitals. The final articles were categorised based on thematic relevance, and these themes were used to guide the analysis presented later in this dissertation.



RESEARCH VALIDATIONAND ANALYSIS

Analysis in secondary research is recognising patterns in the material that already exists, combine findings, and analysing it thoroughly. (Johnson,2014).For this dissertation, I analyzed the selected studies by first organizing them based on key themes related to patient satisfaction and experience. These themes included communication between healthcare providers and patients, hospital wait times, staff behavior, and the hospital environment.Thematic analysis was used to identify common patterns and trends in literature related to patient satisfaction and experience in NHS hospitals in past 10years because NHS trends and policies kept on changing with time.



I also employed Boolean operators (AND, OR, NOT) to refine the results. Boolean operators are a powerful tool for refining searches and can be particularly useful in academic and professional research.(Chigbu, Atiku, and Plessis, 2023)

For example, I used “patient satisfaction AND NHS” to target more specific studies that address both elements. Articles that contained patient satisfaction surveys, patient care reviews, or assessments of hospital services were prioritised.

“Patient satisfaction OR patient experience AND healthcare services And NHS”

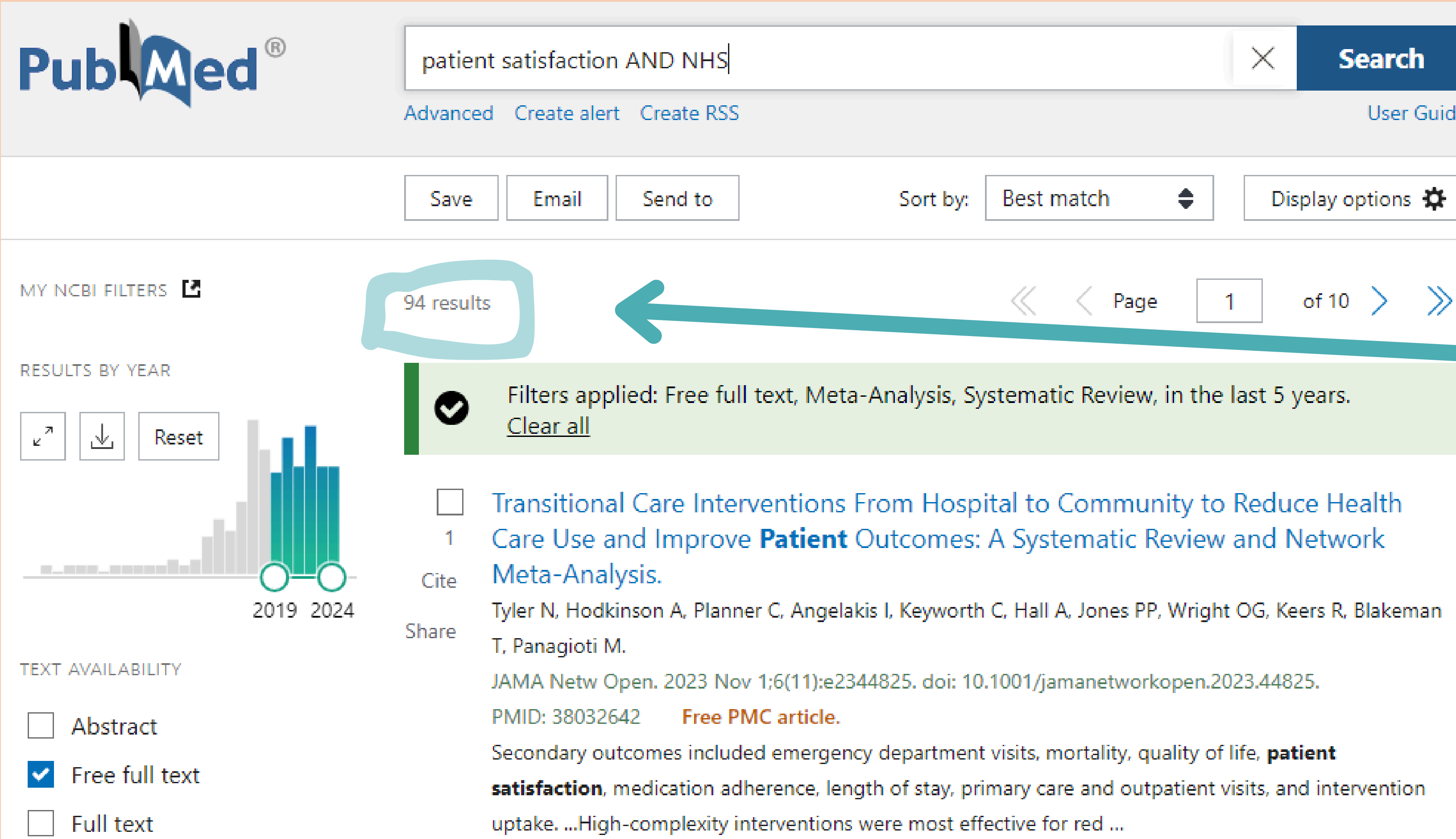
INCLUSION CRITERIA

As stated by Patino and Ferreira (2018), an inclusion and exclusion criteria are "a set of variables that outline the parameters of work being undertaken". For this research, the inclusion criteria involved selecting studies published within the last 10 years, UK-based research, and sources that were fully accessible online. Articles that explored the factors influencing patient satisfaction in healthcare, with a focus on hospital settings, were prioritized.

EXCLUSION CRITERIA

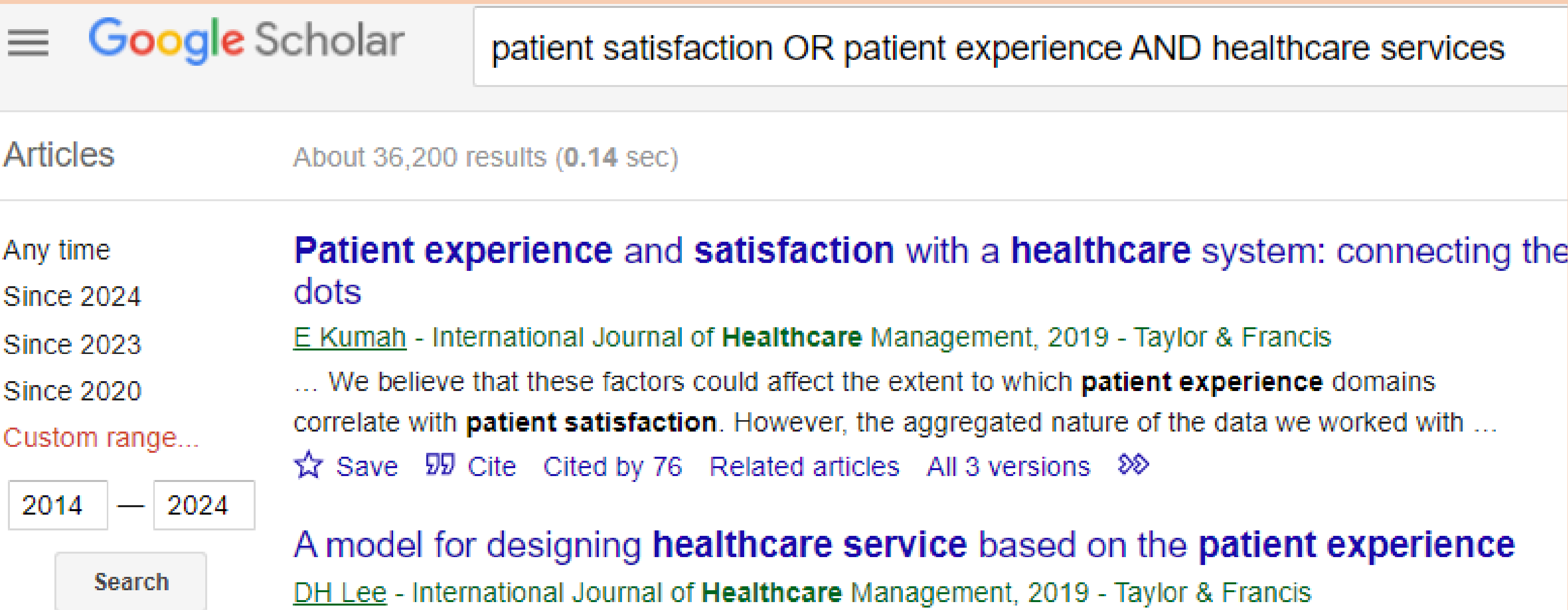
In contrast, the exclusion criteria eliminated studies that were over 10 years old, non-UK based research, and sources that were incomplete or not fully accessible. **Focused on NHS hospitals** Additionally, articles that focused primarily on healthcare systems outside the NHS were excluded to maintain relevance to the specific context of this study. The study guarantees that only credible and current sources are taken into consideration by clearly defining inclusion and exclusion criteria, which improves the validity of the results.

VISUAL AID



In the context of finding relevant articles I used "NHS AND patient satisfaction" to find articles that contain both terms. Additionally, using "OR" can help include synonyms or related terms, such as "NHS AND (patient satisfaction OR patient experience)". To focus on a specific time frame, I included a date range filter in search, such as articles published in the past five years. By applying these techniques, successfully refined search to 94 relevant articles, making it easier to analyze and gather insights about patient satisfaction with the NHS.

Articles searched using date range from2014 to 2024.



ETHICAL CONSIDERATION

This dissertation adhered to ethical guidelines in secondary research, respecting intellectual property and transparency.By addressing public concerns about privacy and ethical use, transparency in the use and protection of data strengthens and validates secondary research. Although direct patient interaction is not part of secondary research, consent should ideally be obtained when the data is initially collected The study used reputable literature, cited sources appropriately, and drew conclusions based on reliable studies.

CONCLUSION

This chapter discusses the methods and strategies used to gather and analyze literature on patient satisfaction and experience in NHS hospitals, including databases, search strategies, inclusion/exclusion criteria, and thematic analysis.In order to ensure the reliability and accuracy of the results, we also talked about the ethical concerns related to secondary research. The purpose of this research is to look into and identify the major factors affecting patient experience and satisfaction in NHS hospitals. The results of this study will offer insightful information that may improve patient centered care procedures in the UK hospital systems The next chapter will evaluate the literature in detail, discussing the key themes identified and their relevance to the research topic.

PATIENT SATISFACTION



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