

Patient Satisfaction and Acceptability of Manual Vacuum Aspiration (MVA) as an Outpatient Procedure in Abortion Care

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Introduction

The Covid-19 pandemic demanded new and innovative approaches to work. With severely constrained operating theatre capacity, the emphasis turned to expanding outpatient surgeries and reducing inpatient hospital stays. This shift combined with guidance from the national abortion care service, resulted in implementation of MVA as an outpatient surgical abortion procedure in our hospital from April 2020.

Objective

Evaluating patient satisfaction and acceptability of MVA performed under local anaesthesia for early abortion care.

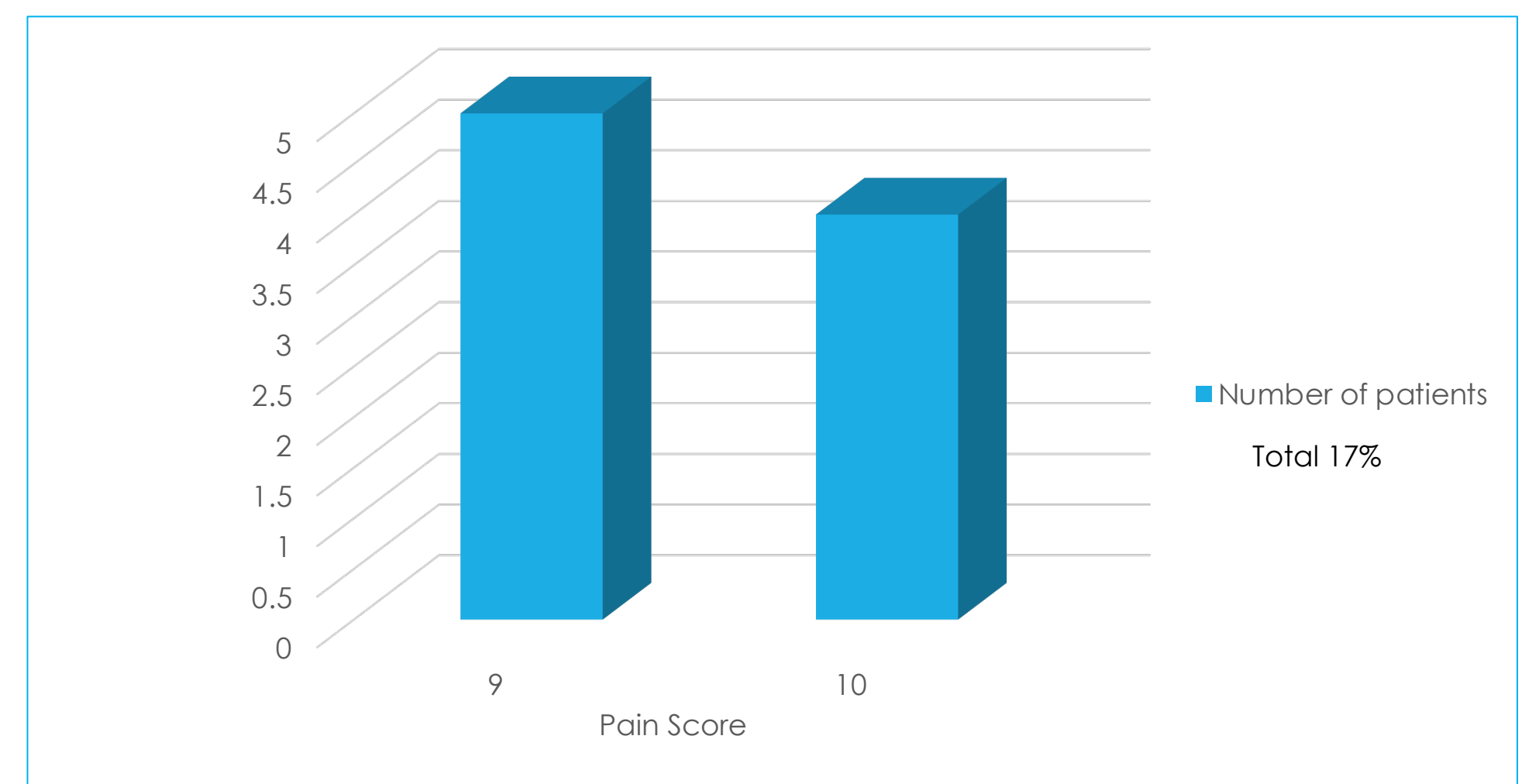
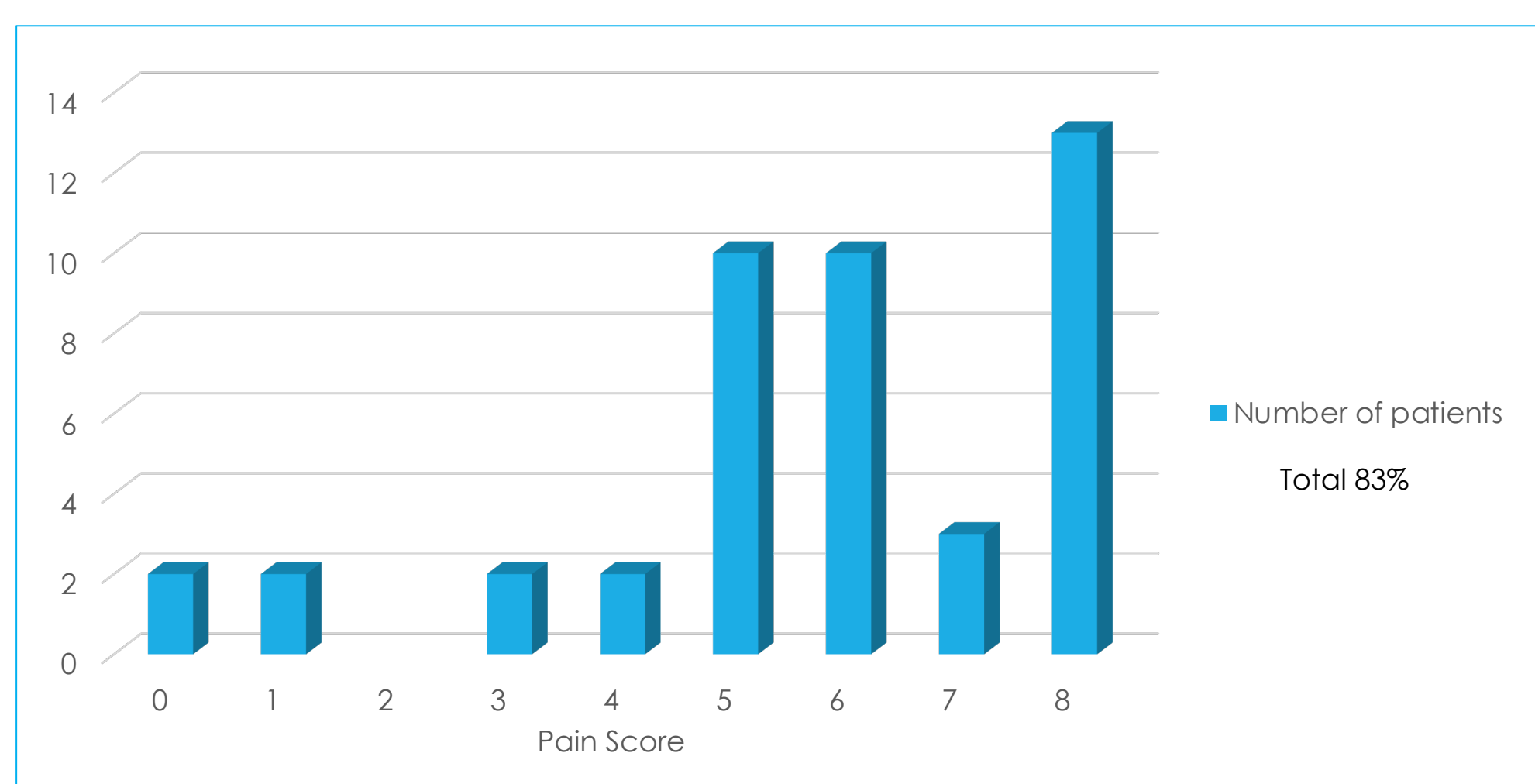
Method

Prospective collection of patient feedback analysed after MVA procedures from April 2020 to December 2021 using quantifiable opinion scales and descriptive comments. A remarkable 96% response rate was achieved, with 53 out of 55 women returning completed questionnaires.

Results

All women believed they received ample information to make informed choices and had the opportunity to ask questions. The staff were friendly, and doctors attentively listened to patients, instilling confidence in their treatment. All women felt respected and valued, given alternative treatment options. Pain score analysis revealed 83% with scores less than or equal to 8, and 17% of women, scoring 9 to 10.

An overwhelming 98.1% of women expressed willingness to undergo MVA in the future and recommend to family and friends. The overall care received a high rating of 98.1% as excellent and 1.9% as good. Most women provided positive feedback on the support received, while some reported difficulties reaching the gynaecology ward for inquiries.



Most women gave **positive feedback** with respect to the support given

"The team were brilliant really reassured me during the procedure. Thank you"

"Fantastic staff, brilliant supportive. They made me feel very comfortable."

"Very good care. Made to feel comfortable and relaxed and confident in my choices."

"Staff are kind , respectful and thoughtful. Very professional and personal level of caring."

"Amazing service from everyone that treated me. They really put me at ease."

Conclusion(s)

MVA performed under local anaesthesia as outpatient procedure is an acceptable alternative to electric vacuum aspiration (EVA), has low pain scores and high patient acceptance rates. Following this survey, women are encouraged to contact TOP clinic helpline instead of gynaecology ward.