Background In our paediatric tertiary centre we have the option of using Oto-endoscope with an image projected onto a screen to help with diagnosis in ear disease.

There are many centres that use oto-endoscopy regularly intraoperatively but its use in outpatient clinic is still not standard in the UK.

In addition to the advantage to the clinician in terms of visualisation and recording of findings, we wanted to explore whether there was an advantage to the patients and parents.

Discussion. Although the use of the equipment and resulting images can increase consultation time, the parent and patient satisfaction were excellent.

In the current era, with increased patient and parental expectation, there is a trend to move away from medical ‘paternalism’ towards ‘patient self-determination’ and ‘shared care’. The use of the oto-endoscope embraces modern medical technology in a consultation and enables meaningful communication. We feel that this allows patients and parents to take ownership and reassurance from visualising the images and enhances the patient-doctor relationship.

Results Patients attending clinic with ear complaints for which the oto-endoscope was used gave a 100% parent and 100% patient positive response.

On the Likert scale, parents were extremely likely to recommend our clinic and described the technology as “fantastic”, “great”, “perfect” or “amazing”.

Plan for minimum 90 extra seconds per patient...

Despite time incurred, during our 3 month cycle not a single patient had any desire for other improvements regardless of individual delays during their clinic, and even if due to other factors, clinic delays reached >1hr.

Method We adapted our “friends and family” feedback forms (an existing questionnaire with white space feedback and Likert scale feedback boxes- see top left) to determine patient satisfaction with the Oto-endoscopy and ENT clinic overall.

All patients undergoing oto-endoscopy were given a printed copy of their findings.

Over 3 months of sequential clinics, completed forms were collected by nursing staff.

Future research. We plan to apply for formal ethical approval for longer a qualitative research study which may give us more insight into how patients appreciate this perception of increased ownership or partnership in their care, and how it can affect the patient-clinician relationship.