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| --- | --- | --- | --- | --- | --- | --- |
| **Table 1: Patient satisfaction on drainless outpatient parotidectomy** | | | | | | |
| **Domains** | **Score 1 (%)** | **Score 2 (%)** | **Score 3 (%)** | **Score 4 (%)** | **Score 5 (%)** | **Not answered (%)** |
| **Pre-admission visit (How satisfied were you with...)** |  |  |  |  |  |  |
| the reception | - | - | - | 7 (25.0) | 21 (75.0) | - |
| the personal attention of the nurse | - | - | - | 6 (21.4) | 22 (78.6) | - |
| the expertise of the nurse | - | - | 1 (3.6) | 4 (14.3) | 23 (82.1) | - |
| the information and instruction | - | - | 1 (3.6) | 4 (14.3) | 23 (82.1) | - |
| **Admission on the ward (How satisfied were you with...)** |  |  |  |  |  |  |
| the reception | - | - | - | 2 (7.1) | 26 (92.9) | - |
| the rapidity of being able to speak to the staff | - | - | - | 6 (21.4) | 22 (78.6) | - |
| the degree of support of the staff | - | - | - | 5 (17.9) | 23 (82.1) | - |
| **Operating room (How satisfied were you with...)** |  |  |  |  |  |  |
| the reception | - | - | - | 1 (3.6) | 27 (96.4) | - |
| the personal attention of the operation staff | - | - | - | 1 (3.6) | 27 (96.4) | - |
| the expertise of the operation staff | - | - | - | 1 (3.6) | 27 (96.4) | - |
| **Nursing care (How satisfied were you with...)** |  |  |  |  |  |  |
| the personal attention of the nurses | - | - | - | 3 (10.7) | 25 (89.3) | - |
| the expertise of the nursing staff | - | - | - | 6 (21.4) | 22 (78.6) | - |
| **Medical care (How satisfied were you with...)** |  |  |  |  |  |  |
| the personal attention of the doctors | - | - | - | 5 (17.9) | 23 (82.1) | - |
| the expertise of the doctors | - | - | - | 2 (7.1) | 26 (92.9) | - |
| **Information (How satisfied were you with...)** |  |  |  |  |  |  |
| the clarity of the information given by nurses | - | - | 1(3.6) | 6 (21.4) | 20 (71.4) | 1 (3.6) |
| the clarity of information given by doctors | - | - | 2 (7.1) | 4 (14.3) | 22 (78.6) | - |
| the way information was transferred from one person to another | - | - | 1(3.6) | 5 (17.9) | 21 (75.0) | 1 (3.6) |
| **Autonomy (How satisfied were you with...)** |  |  |  |  |  |  |
| the degree of encouragement to be self-sufficient | - | - | - | 8 (28.6) | 20 (71.4) | - |
| the degree to which you could participate in treatment decisions | - | - | 2(7.1) | 3 (10.7) | 22 (78.6) | 1 (3.6) |
| the privacy you were given such as in conversations with doctors during physical examinations and during visit times | - | - | - | 3 (10.7) | 25 (89.3) | - |
| **Discharge and after care (How satisfied were you with...)** |  |  |  |  |  |  |
| the information provided about further treatment | **-** | 1 (3.6) | 6 (21.4) | 4 (14.3) | 16 (57.1) | 1 (3.6) |
| the transfer of information to external professionals such as your G.P. | - | 2 (7.1) | 2 (7.1) | 4 (14.3) | 17 (60.7) | 3 (10.7) |
| the discharge procedure | - | 1 (3.6) | 3 (10.7) | 4 (14.3) | 19 (67.9) | 1 (3.6) |

Patients were asked “how satisfied were you with” on the following domains: pre-admission visit, admission on ward, in-theatre experience, nursing care, medical care, information provided, autonomy in decision making, discharge and after care. Score of 1 is classified as very dissatisfied, score 2=dissatisfied, score 3=neutral, score 4= satisfied and score 5= very satisfied