



## Original Article



## Patient Satisfaction with Nursing Care Quality among Bariatric Surgery Patients at Luqman International Hospital Swat

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## ABSTRACT

A key metric for evaluating the quality of healthcare is patient happiness, especially in the context of post-operative care. Research on bariatric surgery patients' satisfaction with nursing care is few, despite the fact that they need specialised nursing support. **Objective:** To evaluate bariatric surgery patients' satisfaction with the quality of nursing treatment at Luqman International Hospital Swat. **Methods:** A standardized PSNCQQ questionnaire was used in a cross-sectional study to assess nursing care characteristics such as responsiveness, professionalism, communication, and post-discharge support. 50 patients were selected through convenient sampling, and data were analyzed using SPSS version 26.0. **Results:** The findings indicated high satisfaction in areas such as nurse-patient communication, with mean scores ranging from 4.28 to 4.54, respect with a mean score of 4.40, and post-discharge support with a mean score of 4.44. However, areas requiring improvement included response time, teamwork, and technical aspects such as medication handling, with mean scores ranging from 4.22 to 4.26. **Conclusions:** Overall, patients expressed positive experiences with nursing care, though minor improvements are needed in certain areas. Enhancing teamwork and response time can further improve patient satisfaction.

## INTRODUCTION

Over the past 20 years, obesity has gained international recognition as an epidemic and has sparked organizational and international action partnerships in the fight against diseases. According to World Health Organisation (WHO) statistics, approximately 650 million adults are fat, and 1.9 billion persons are overweight. The Turkish Statistical Institute reports that the percentage of obese people aged 15 and above was 19.9% in 2014 and 19.6% in 2016 [1]. By 2030, half of the population is predicted to be obese, with 41.9% of US people already being obese (body mass index [BMI] = weight in kilogrammes divided by height in meters squared)  $\geq 30.0$ . Even more concerning is the 50% rise in class III obesity (often referred to as severe obesity, with a BMI of  $\geq 40.0$ ) among US adults over the previous 20 years

[2]. Because it coexists with and exacerbates systemic health issues, obesity has been associated with an increased risk of death from all causes [1]. Numerous studies have shown that obesity affects people's mental and self-esteem in addition to their physical health, which leads to psychological problems. It was observed that there was a higher prevalence of obesity among those who had lower quality of life and poorer perceptions of their bodies. Since obesity is one of the top 10 deadliest diseases according to the World Health Organisation, it would be argued that obesity should be appropriately treated in light of these studies' conclusions [1]. In this sense, although diet and weight loss programs are often the first line of treatment for obesity and the restoration of normal weight,



intense surgical procedures such as bariatric surgery are increasingly being considered for patients who present with a Body Mass Index (BMI) over 40 and are unresponsive to conservative medical management [3]. Moreover, it is commonly known that bariatric surgery is a successful obesity treatment [4]. Weight loss and general health have been greatly impacted by bariatric surgery since its inception. Numerous clinical studies have shown that bariatric surgery reduces risk factors for cardiovascular disease and metabolic syndrome, as well as mean body mass index (BMI) [5, 6]. However, the reduction of mortality, quality of life, and comorbidities are only a few of the indicators used to evaluate this surgery's effectiveness [7]. Managing patients undergoing bariatric surgery and assessing their expectations and degree of satisfaction with the procedure's results are critical tasks for nurses. After undergoing bariatric surgery, several patients later said they had unrealistic expectations for the outcome of the procedure. It's possible that some people believe bariatric surgery will entirely change their body and make them seem like someone who has never experienced fat. Some people might not completely understand how bariatric surgery can cause prominent scars, uneven skin, persisting body form abnormalities, and skin hanging, particularly in the chest and belly [8]. Nursing care is essential to the safety, comfort, and recuperation of patients while they are in the hospital. Patient satisfaction, a crucial measure of the efficacy of healthcare services, is directly impacted by the calibre of nursing care [9]. In connection to this person feels satisfied when their wants and desires are fulfilled, which makes them happy. It is the emotion that someone feels when their performance or result lives up to their expectations. Happiness may therefore be defined as a feeling of expectations being fulfilled. One will feel satisfied when expectations are met. Happiness, then, is the result of intentional accomplishment [10]. Moreover, patient satisfaction in hospitals was linked to better surgical quality and more effective care [11]. With a focus on providing surgical patients with skilled, compassionate care, preventing complications from surgical anesthesia to full recovery, and helping to ensure safety, stress reduction, and patient well-being, it should be highlighted that the nursing team is essential to achieving the overall quality of care in this context [12]. Despite advancements in bariatric surgery and nursing care, variations in patient satisfaction levels exist [13]. Due to their particular post-operative requirements, many patients following bariatric surgeries need specialized care, such as pain treatment, mobility aid, and emotional support. However, there aren't many studies that specifically look at how happy bariatric surgery patients are with the level of nursing care they receive throughout their hospital stay. By evaluating inpatient

satisfaction and pinpointing important elements impacting their experiences, this study seeks to close this gap. Understanding patient perspectives on nursing care quality during their hospital stay can help identify areas for improvement and enhance healthcare outcomes.

This study has significant ramifications for raising the bariatric surgery nursing care standards for patients. Healthcare professionals can create focused initiatives to improve nursing care, improve patient outcomes, and raise the standard of healthcare services by knowing patient experiences and satisfaction levels. Additionally, hospital policies and training programs for nurses who specialize in bariatric patient care may benefit from the findings.

## METHODS

The purpose of this cross-sectional study was to determine how satisfied bariatric surgery patients were with the quality of nursing care they received while they were hospitalised at Luqman International Hospital Swat. The four-month trial period ran from November 2024 to January 2025. Additionally, a practical sampling method was employed to contact the research participants. 50 participants were part of this study. Patients undergoing bariatric surgery who were admitted to Luqman International Hospital Swat during the study period made up the target population. Patients who have had bariatric surgery, were admitted to Luqman International Hospital Swat during the study period, and are willing to give informed permission are eligible to participate. Data was collected using the PSNCQQ, a standardized questionnaire used in the prior study to gauge patients' satisfaction with nursing treatment [14]. The questionnaire covered topics related to nursing care, including professionalism, responsiveness, communication, and overall quality of care. A 5-point Likert scale, ranging from awful to excellent, is used to rate each PSNCQQ item. The Cronbach  $\alpha$  reliability estimations of the PSNCQQ are excellent (.97). The reliability estimates for teaching, community, and minor hospitals are comparable. This implies that the items on the PSNCQQ are being interpreted consistently by patients in various healthcare systems. Prior to data collection, the project was ethically approved by the appropriate institutional review board under reference number LIH/Research/113/24. Every participant provided signed informed permission, guaranteeing their voluntary involvement and their freedom to discontinue participation at any time without facing repercussions. Data were securely stored and utilised only for research purposes, with confidentiality and anonymity strictly maintained. All responses were examined collectively, and no personal identification was noted. Getting ethical approval from the highest authority and permission from Luqman International Hospital Swat to carry out the study

were the first steps in the data collection process. Based on the inclusion criteria, eligible participants were found in hospital records. The goal of the study, their rights, and the confidentiality of their answers were explained to each participant. Written informed permission was obtained in order to ensure voluntary participation. The Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ) was then distributed to the participants, who were then given ample time to complete it. The researcher read the questions aloud to individuals who needed help and noted their answers. Data collection was conducted for three months (November 2024 – January 2025) in a structured manner to maintain consistency. After completion, questionnaires were carefully reviewed for completeness, and responses were securely stored to maintain confidentiality and anonymity. No personal identifiers were recorded, ensuring that the data were used solely for research purposes. SPSS version 26.0 was utilised for the analysis of data obtained from the patient satisfaction questionnaire. Descriptive statistics like frequency and percentage were included in the analysis, to summarize patient demographics and responses

## RESULTS

Table 1 showed that out of 50 participants, 27 (54%) are male and 23 (46%) are female. Regarding marital status, 34 participants (68%) are married, 15 (30%) are single, and 1

(2%) is divorced. Moreover, the mean age was 34.22.

**Table 1:** Demographic Characteristics of the Study Population (n=50)

Variables	Frequency (%)
<b>Gender</b>	
Male	27 (54%)
Female	23 (46%)
<b>Marital Status</b>	
Single	15 (30%)
Married	34 (68%)
Divorced	1 (2%)
<b>Age</b>	
Mean	34.22

Table 2 showed that, on average, 40% of patients thought the hospital treatment and services were "Excellent," and 60% thought they were "Very Good." Patients assessed the nursing care they received as "Very Good" 42% of the time and "Excellent" 56% of the time. Of the patients polled, 50% rated their general health as "Very Good" and 48% as "Excellent." When asked if, "Given the nursing care I received, I would suggest this hospital to my friends and family," patients gave the following answers: 2 percent said "Agree," 36% said "Somewhat Agree," 58% said "Strongly Agree," and 4% said "Somewhat Disagree."

**Table 2:** Overall Perceptions of Achievement Emotions and Academic Performance

Statements	Excellent Frequency (%)	Very Good Frequency (%)	Good Frequency (%)	Fair Frequency (%)	Poor Frequency (%)
"Overall quality of care and services received during your hospital stay"	20 (40%)	30 (60%)	0 (0%)	0 (0%)	0 (0%)
"The overall quality of nursing care received during your hospital stay"	28 (56%)	21 (42%)	1 (2%)	0 (0%)	0 (0%)
"In general, would you say your health is"	24 (48%)	25 (50%)	1 (2%)	0 (0%)	0 (0%)

The survey results indicated a high level of patient satisfaction with nursing care in the hospital. A majority of respondents (58%) strongly agreed that they would recommend the hospital to their family and friends based on their nursing care experience, while 36% somewhat agreed, reflecting a generally positive perception. A small percentage (2%) agreed, showing a neutral stance, whereas 4% somewhat disagreed, indicating minor dissatisfaction. Notably, no respondents strongly disagreed, suggesting that overall, patients had a favorable experience. These findings highlighted the hospital's strong nursing care quality and its positive impact on patient recommendations (Table 3).

**Table 3:** Patient Satisfaction and Willingness to Recommend the Hospital Based on Nursing Care

Statements	Strongly Agree Frequency (%)	Somewhat Agree Frequency (%)	Agree Frequency (%)	Somewhat Disagree Frequency (%)	Strongly Disagree Frequency (%)
"Based on the nursing care I received; I would recommend this hospital to my family and friends"	29 (58%)	18 (36%)	1 (2%)	2 (4%)	0 (0%)

The mean and standard deviation of patient satisfaction results were displayed in Table 3. Patient satisfaction with the quality of nursing care is good, as seen by the mean scores, which range from 4.22 to 4.54. The nurses' explanations (M = 4.54, SD = 0.54) and patients' involvement in care decisions (M = 4.52, SD = 0.65) are the most valued aspects, along with the nurses' politeness, openness to enquiries, and adaptability in attending to patients' requirements. Hospital staff and nurses' collaboration (M = 4.22, SD = 0.65), as well as the nurses' quick response to help (M = 4.26, SD = 0.63) (Table 4).

**Table 4:** Mean and Standard Deviation of Patient Satisfaction with Nursing Care Quality

Statements	Mean $\pm$ SD
"How clear and complete the nurses' explanations were about tests, treatments, and what to expect".	4.540 $\pm$ 0.542
"How well nurses explain how to prepare for tests and operations"	4.480 $\pm$ 0.543
"Willingness of nurses to answer your questions"	4.320 $\pm$ 0.620
"How well nurses communicated with patients, families, and doctors"	4.280 $\pm$ 0.496
"How well the nurses kept them informed about your condition and needs".	4.320 $\pm$ 0.620
"How much they were allowed to help in your care"	4.280 $\pm$ 0.536
"Courtesy and respect you were given; friendliness and kindness".	4.400 $\pm$ 0.606
"The attention of nurses to the patient's condition"	4.360 $\pm$ 0.662
"How much nurses ask you what you think is important and give you choices"	4.520 $\pm$ 0.646
"The willingness of the nurses to be flexible in meeting your needs"	4.300 $\pm$ 0.677
"How well they adjusted their schedules to your needs"	4.460 $\pm$ 0.578
"The ability of the nurses to make you comfortable and reassure you"	4.360 $\pm$ 0.597
"How quick they were to help"	4.260 $\pm$ 0.632
"How well things were done, like giving medicine and handling IVs"	4.260 $\pm$ 0.694
"The teamwork between nurses and other hospital staff who took care of you"	4.220 $\pm$ 0.648
"Amount of peace"	4.430 $\pm$ 0.677
"Privacy provisions by nurses"	4.320 $\pm$ 0.672
"How clearly and completely the nurses told you what to do and what to expect when you left the hospital"	4.360 $\pm$ 0.597
"Nurses' efforts to provide for your needs after you left the hospital".	4.440 $\pm$ 0.494

## DISCUSSION

Although bariatric surgery is a successful obesity treatment, the healing phase after the treatment is significantly impacted by the caliber of nursing care [15]. A key determinant of healthcare quality is patient satisfaction with nursing care, which affects recovery results, compliance with post-operative instructions, and the total hospital stay [9, 16]. Luqman International Hospital Swat supports a diverse population having bariatric surgeries, making it vital to examine how well nursing care meets patient expectations. Evaluating patient satisfaction can uncover strengths and areas for improvement in nursing practices, leading to greater patient-centered care. Additionally, by supporting staff training, quality control, and healthcare policy, this study can provide the best possible post-operative care for bariatric patients. The current findings revealed that the age mean is 34.22 of the study participants. Likewise, another study from Egypt found that 37.37 [17]. On the other hand, an American study revealed that the average age of the study participants was 47.3 [2]. Several factors may

contribute to the disparity in the average age of bariatric surgery patients between studies; in this study, the mean age is 34.22 years, whereas in Egypt, it was slightly higher at 37.37 years, but in the USA, it was significantly higher at 47.3 years. These factors may include differences in the onset of obesity, access to healthcare, and cultural factors; in some areas, younger people may seek surgery sooner because of lifestyle concerns or social expectations, while in others, older patients may have surgery after years of battling obesity-related health problems. Furthermore, the current study shows that 54% are male and 46% are female. In contrast, a study from Egypt found that 88% were female [17]. Correspondingly, this study found that males were 12% [17]. Comparably, a study from Pakistan found that female was 51.7% and male were 48.3% [9]. The disparity in the proportion of genders in research could be caused by social, cultural, and medical variables. Of the participants in this study, 46% were women and 54% were men. On the other hand, an Egyptian study found that only 12% of participants were men and 88% of participants were women. Research conducted in Pakistan also revealed a more even ratio, with 48.3% of the population being men and 51.7% being women. In certain areas, women may be more likely than men to seek medical interventions, which could be caused by disparities in health-seeking behavior, societal norms, and awareness levels. The current study revealed that explaining nurses' explanations had a mean of 4.54. Likewise, a study found a mean of 4.42 [18]. In addition, the response was to Preparation for tests and operations mean of 4.48. Similarly, a study found it was 4.29 [18]. Furthermore, the current findings show the mean score of willingness to respond to inquiries was 4.32. In this regard, another study found it was 4.27 [18]. Additionally, this finding revealed that the respondent shows mean score toward Communication with patients, families, and doctors is 4.28. Accordingly, another finding shows it was 4.25 [18]. Moreover, the present findings show that participants responded with a mean score of 4.32 toward keeping patients informed. In contrast, another study found a mean score of 3.86 [18]. Also, this study shows the respondent shows response to the Involvement in care with a mean score of 4.28. By the same token, a different study found a mean score of 3.86 [18]. Besides, the participants show their response to courtesy and respect with a mean of 4.40. In like manner another study found it was 4.43 [18]. The current findings show that respondent response toward discharge instructions with a mean of 4.36. In the same way, another study found that 56% were satisfied with the discharge procedure [19]. Moreover, current findings show that study participants show their response to attention to patient condition with a mean score of 4.36. Similarly, another study found a mean score of 4.43 [18]. Additionally, this study demonstrates that participants' mean score for responding to requests for patient feedback and choices was 4.52. Similarly, a study

discovered that the mean score was 4.10 [18]. Furthermore, according to the most recent data, 40% of respondents approved of the general standard of care and services you received while in the hospital. However, according to another study, it was 36% [19]. Additionally, this study found that patient response toward flexibility in meeting patient needs with a mean score of 4.30. In like manner, another study found a mean score of 4.25 [18]. In addition, this study found that participants show a mean score of 4.46 toward Adjusting schedules to patient needs. In this regard, another study found it was 4.16 [18]. Moreover, these findings revealed that participants show a response toward providing comfort and reassurance with a mean of 4.36. In this regard, another study found a mean score of 4.26 [18]. As well, this study shows that respondent shows their response to quick response to help with a mean of 4.26. While another study shows a mean of 4.09 [18]. In addition, the current findings show that 56% of the respondents agreed that we received an excellent quality of nursing care. In this way, another study found that 43% was the average for all dimensions of nursing care satisfaction [19]. Additionally, another study of hospital satisfaction typically yields relatively high satisfaction levels [20]. The study acknowledged the limitation of a relatively small sample size, which may affect the generalizability of the findings.

## CONCLUSIONS

The results show that Luqman International Hospital Swat's nursing care quality is highly regarded by its patients. Clear communication, respect, patient involvement, comfort, and post-discharge assistance are among the key strengths that have been highlighted. Patients were pleased with their degree of involvement in care decisions, felt knowledgeable about their treatments, and valued the nurses' promptness. Response times, medical staff collaboration, and technical areas like IV management and medicine administration, however, could all use some development. By addressing these issues, we can guarantee the best possible healthcare results and improve the overall patient experience.

## Authors Contribution

Conceptualization: YK

Methodology: ZU, MB, TS

Formal analysis: AK

Writing, review and editing: YK, SZ, BJ, TS, AA, WA

All authors have read and agreed to the published version of the manuscript.

## Conflicts of Interest

All the authors declare no conflict of interest.

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